Vocera Badge User Guide

Version 4.x

vocera

Copyright © 2002-2014 Vocera Communications, Inc. All rights reserved. Protected by US Patent Numbers D486,806; D486,807; 6,892,083; 6,901,255; 7,190,802; 7,206,594; 7,248,881; 7,257,415; 7,310,541; 7,457,751; AU Patent Number AU 2002332828 B2; CA Patent Number 2,459,955; EEC Patent Number ED 7513; and Japan Patent Number JP 4,372,547.

Vocera® is a registered trademark of Vocera Communications, Inc.

This software is licensed, not sold, by Vocera Communications, Inc. ("Vocera"). The reference text of the license governing this software can be found at www.vocera.com/legal. The version legally binding on you (which includes limitations of warranty, limitations of remedy and liability, and other provisions) is as agreed between Vocera and the reseller from whom your system was acquired and is available from that reseller.

Certain portions of Vocera's product are derived from software licensed by the third parties as described at **http://www.vocera.com/legal/**.

Microsoft®, Windows®, Windows Server®, Internet Explorer®, Excel®, and Active Directory® are registered trademarks of Microsoft Corporation in the United States and other countries.

Java® is a registered trademark of Oracle Corporation and/or its affiliates.

All other trademarks, service marks, registered trademarks, or registered service marks are the property of their respective owner/s. All other brands and/or product names are the trademarks (or registered trademarks) and property of their respective owner/s.

Vocera Communications, Inc.
www.vocera.com
tel :: +1 408 882 5100
fax :: +1 408 882 5101
Part No :: 930-01863 Rev D
2014-01-17 12:04:43

Contents

Welcome to Vocera..... 9
Getting Started with a Badge..... 10
About this Guide..... 13

Badge Features..... 15
B3000 Features..... 15
Enhanced Durability..... 16
Enhanced Display..... 16
Increased Speaker Volume..... 17
Integrated Noise Cancellation..... 17
Smart Battery and Power Efficiency..... 19
Handset Mode..... 19
Improved Attachments..... 20
Indicator Lights..... 20
B2000 Features..... 20
Display Screen..... 20
Microphone and Speaker..... 21
Indicator Lights..... 21
Common Badge Features..... 22
Call Button..... 22
Hold/DND Button..... 22
The Badge Menus..... 23
Custom Settings..... 29
Background Updater..... 34
Anti-Microbial Protection..... 35
Headset Jack..... 36
Alert Tones and Notifications..... 36

Commands..... 39

Basic Calling..... 41
Logging In and Out..... 41
Recording Names and Greetings..... 42

Using the Welcome Tutorial on the Badge..... 42
Placing and Receiving Calls..... 43
Calling Other Users..... 43
Using Speak or Spell..... 44
Calling with Department Names..... 45
Calling a Group Member..... 45
Training the Genie..... 46
Answering a Call..... 49
Ending a Call..... 49
Using Buttons to Answer "Yes" or "No"..... 50
Call Waiting..... 50
Putting a Caller on Hold and Releasing the Hold..... 50
Using Do Not Disturb..... 51
Sending Voice and Email Messages..... 51
Sending a Voice Message..... 52
Sending an Email Message..... 52
Listening to Messages..... 53
Commands You Can Use During Message Play..... 55
Reading Text Messages..... 56
Using Voice Commands to Set Device Properties..... 57
Using the Auto Answer Commands..... 58
Using the Announce through Speaker Commands..... 58
Getting Help..... 59

Advanced Commands..... 61
Calling Telephone Numbers..... 61
Calling an Address Book Entry or Buddy..... 62
Sending and Receiving Numeric Pages..... 63
Redialing Phone Numbers..... 65
Using Instant Conferences..... 66
Joining and Leaving a Conference..... 66
Using the Vocera Badge or Phone in a Conference..... 67
Summary of Conference Commands..... 67
Broadcasting to a Group..... 68
Summoning Help in an Emergency..... 69
Forwarding Your Calls..... 70
Placing a Three-Way Conference Call..... 71
Unsupervised Conferencing..... 71
Supervised Conferencing..... 72
Issuing Urgent Commands..... 73
Dialing a Phone Number to Urgently Broadcast to a Group..... 74
Joining or Leaving a Group..... 74
Locating a Vocera User or Group Member..... 76
Using Care Transition Commands..... 76
Recording Your Voiceprint..... 77

Blocking and Accepting Calls..... 78
Recording a Dictation Session..... 79
Getting Other Information..... 79
Navigating IVR Phone Trees with a Badge..... 80
Possible Touch-Tone Responses..... 81

Special Features..... 83

Communicating with Multiple Sites..... 85
About Sites..... 85
Types of Sites..... 85
Using Sites in Voice Commands..... 86
Logging In at a Site you are Visiting..... 87
Placing a Three-Way Conference Call Between Different Sites..... 87

Commands for Group Managers..... 89
Group Manager Capabilities..... 89
Adding and Removing Group Members..... 90
Recording Names and Greetings for a Group..... 90

Sending Text Messages to Vocera Devices..... 93
Sending a Text Message from an Email Program..... 93
Sending a Text Message from the User Console..... 94

Using Vocera Access Anywhere..... 97
Types of Access to the Genie..... 97
Software and Configuration Requirements..... 98
Starting a Genie Session from a Phone..... 98
Starting a Genie Session at Another Site..... 100
Vocera Access Anywhere Special Keys..... 101
Announcements for Calls from a Phone..... 101
Commands Not Supported from a Phone..... 102
Other Functionality Not Supported on a Phone..... 102
Training the Genie from a Phone..... 103

The User Console..... 105
User Console Features..... 105

Maintaining Your Badge..... 107
When to Charge the Battery..... 107

Preparing the Charger..... 107
Preparing the B3000 Charger..... 108
Preparing the B2000 Charger..... 109
Charging the Battery..... 110
Charging the B3000 Battery..... 110
Charging the B2000 Battery..... 111
Cleaning the Badge and Accessories..... 113

Reference..... 115

Frequently Asked Questions..... 117
Why does the Genie have trouble understanding me?..... 117
Why is my device chirping or beeping?..... 118
Why does my device beep when I'm talking to someone?..... 119
Why does my device display say "Searching for Server"?..... 119
Why does the Genie ask me to wait when I press Call?..... 119
Why can't I receive calls or messages?..... 120
Why do some text messages begin with strange characters?..... 120
Why does my badge beep and then restart?..... 120
What can I do if badge buttons are not working?..... 120
How can I stop getting logged out when I charge my badge?..... 120

Agreements, Specifications, and Notices..... 121
Third-Party Software Agreements..... 121
System Specifications..... 121
System Specifications for B2000..... 121
System Specifications for B3000..... 124
Regulatory Notices..... 126
B2000 Regulatory Notices..... 127
B3000 Regulatory Notices..... 130

Important Safety Instructions..... 141
Warning Definition..... 142
Badge and Battery Charger Safety..... 143
Important Information About Use in Certain Areas..... 147
Additional Instructions for B3000 Battery Safety..... 147
Product Disposal Warning..... 148
National Safety Statement of Compliance – CE Marking..... 149

Command Reference..... 151
Summon and Dismiss the Genie..... 151
Log In and Log Out..... 151

Record Your Name, Greeting, and Voiceprint..... 152
Call a User or Group Member..... 152
Dial a Telephone Number..... 153
Broadcast to a Group..... 153
Forward a Call..... 154
Transfer a Call..... 154
Use Instant Conferences..... 154
Send and Receive Numeric Pages..... 155
Block and Accept Calls..... 156
Send Messages..... 156
Play Messages..... 156
Locate Users and Groups..... 157
Work With Your Groups..... 158
Manage Groups..... 158
Place a Three-Way Conference Call..... 159
Work with Sites..... 160
Care Transition..... 160
Dictation..... 161
Getting Help..... 161
Miscellaneous..... 162

Index..... 163

Welcome to Vocera

Your Vocera device provides fast, simple, person-to-person communication over your company's wireless network. Using voice commands, Vocera instantly connects you to the people you need to reach, reducing phone tag, overhead paging, and physically searching for a person. It also gives you the freedom to be mobile, even when you are expecting an important call.

The Vocera badge has a built-in speaker, microphone, and radio, plus a display that shows caller ID and messages. Attachment options for the badge allow hands-free operation.

Vocera devices communicate through your in-house wireless local area network (WLAN). This design permits people to reach you even in areas where cellular phones experience what people call dead spots. Also, since Vocera devices transmit and receive calls in a different frequency range than cellular phones, you can use a Vocera devices in areas where cellular phones are prohibited because of concerns about interference with other equipment.

A central computer, the Vocera Server, controls all Vocera device communications. If you have a Vocera Smartphone, it communicates with the Vocera Server through a separate Vocera Client Gateway. As you use your Vocera badge or phone, you are prompted by the Genie, which is the voice interface to the server. The Genie recognizes simple commands in verb-noun format. For example:

"Call Charles Jones."

"Record a message for Tech Support."

"Block all calls."

Because Vocera devices uses voice commands, the system is easy to learn, and you can start using your badge or phone immediately.

Getting Started with a Badge

If this is the first time you are using a Vocera badge, you can get started right away by following these simple steps:

When your badge is ready to use, you can press the Call button at any time, wait for the Genie to answer, and then give the Genie a voice command, such as:

"Call Jim Olsen."

"Record my greeting."

"Play my messages."

For more information about Vocera commands, see **Basic Calling** on page 41 and **Advanced Commands** on page 61.

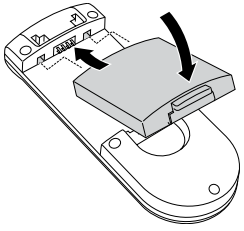
To get started with a B3000 badge:

1. Charge the battery, if necessary.

   New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to make sure the battery has sufficient power.

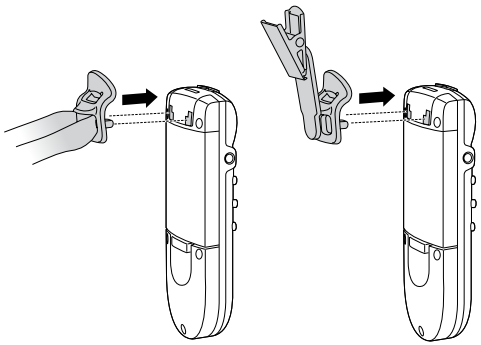
   See **Maintaining Your Badge** on page 107 for other ways to determine whether the battery needs charging and for instructions on how to charge the battery.

2. Install the battery. To do this, slide the pegs at the top of the battery into the two holes in the badge's battery compartment, and then press down gently to seat the battery.

   The badge will begin a startup sequence. Wait until the badge display reads Logged Out or shows someone's name.

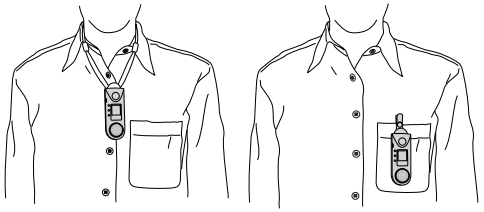
3. Choose the lanyard or universal clip attachment, and connect it to the badge.



You also can connect the lanyard or clip to the badge *before* installing the battery.

4. Put the badge on, and make sure it is in the proper position.

   For optimal speech recognition, the top of the badge should be approximately 6 inches (15 centimeters) from your chin. Any sound coming from another direction or beyond that distance is reduced or eliminated by the noise canceling microphones.



5. Log in: Press the Call button and wait for the Genie to answer.
   - **If the Genie asks for your name**, say your first and last names.
   - **If the Genie answers by saying "Vocera" or by playing a tone**, another user may already be logged in. If so, say "Log me out," wait for the chime, and then press the Call button again to log in.
6. Record your name: Press the Call button, wait for the Genie to answer, and then say "Record my name."

   The Genie will prompt you to record your name. If you do not record your name, the Vocera system uses speech synthesis to say your name.
7. Adjust the volume on the badge, if necessary. See **Adjusting the Volume** on page 30.

To get started with a B2000 badge:

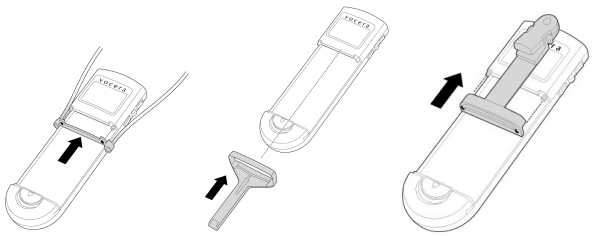
1. Charge the battery, if necessary.

New batteries must be charged before use. If the badge has already been used by someone else, check the battery level indicator on the badge display to make sure the battery has sufficient power.

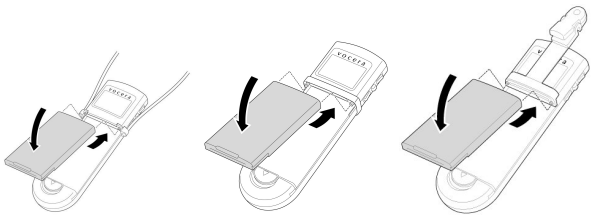
See **Maintaining Your Badge** on page 107 for other ways to determine whether the battery needs charging and for instructions on how to charge the battery.

2. Choose the lanyard, pocket clip, or universal clip attachment, and connect it to the badge.

   Connect attachments *before* you install the battery.



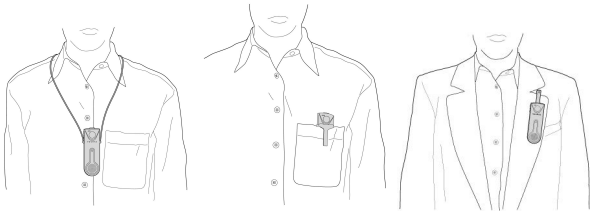
3. Install the battery. To do this, slide the holes in the top of the battery over the small pegs at the top of the badge's battery compartment, and then press down gently to seat the battery.



   The badge will begin a startup sequence. Wait until the badge display reads Logged Out or shows someone's name.

4. Put the badge on, and make sure it is in the proper position.

   To get the best possible speech recognition, the microphone on the top of the badge should point toward your mouth and should be approximately 6 inches (15 centimeters) from your chin.



5. Log in: Press the Call button and wait for the Genie to answer.
   - **If the Genie asks for your name**, say your first and last names.
   - **If the Genie answers by saying "Vocera" or by playing a tone**, another user may already be logged in. If so, say "Log me out," wait for the chime, and then press the Call button again to log in.
6. Record your name: Press the Call button, wait for the Genie to answer, and then say "Record my name."

   The Genie will prompt you to record your name. If you do not record your name, the Vocera system uses speech synthesis to say your name.
7. Adjust the volume on the badge, if necessary. See **Adjusting the Volume** on page 30.

About this Guide

This guide describes how to use Vocera badges to communicate. It starts with the basics, such as the different features of the device and how to place and receive calls. It also provides information about sending messages, broadcasting, setting properties to customize behavior, cleaning and maintenance, and using the full set of voice commands.

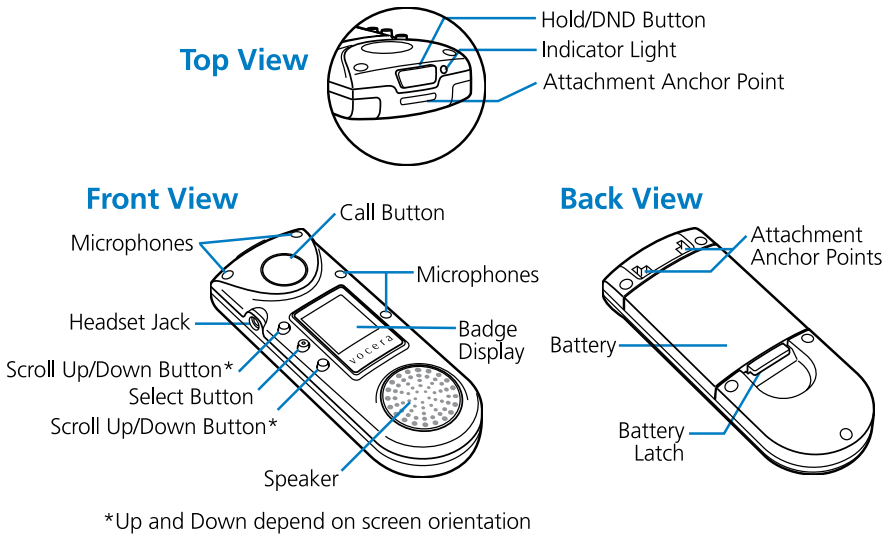
Important: All voice commands and features mentioned in this guide are supported in Vocera 4.0 or later unless otherwise indicated.

Badge Features

The design of the Vocera badge is simple, so you can communicate quickly and easily and keep your hands free to do other tasks. The information in this chapter will help you become familiar with the badge features.

B3000 Features

Version: Vocera 4.1 SP7 or later



*Up and Down depend on screen orientation

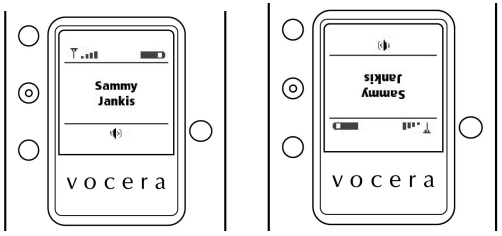
Enhanced Durability

The B3000 is more durable and rugged than its B2000 predecessor. All buttons on the badge now use dome switches instead of mechanical switches. Menu selection buttons have been moved from the side to the front of the badge, and the battery latch is now part of the battery. A metallic spine reinforces the shell and serves as the attachment point for accessories at the top of the badge. The B3000 has been tested to withstand dust, shock, and vibration. Like the B2000 badge, the B3000 is NOT water-resistant.

Enhanced Display

The B3000 badge display, which is 11% larger than the B2000 display but with nearly twice as many pixels, has been moved to the front of the badge and positioned in portrait orientation. To conserve power, the display is activated only when you press buttons, use menus, or are on a call. Otherwise, the display is powered off. You can choose to invert the screen, thus letting you conveniently read the text by tilting the bottom of the badge up.

The following figure show the B3000 screen in different orientations (right side up and upside down):



The following figure shows a user tilting his badge up to read the inverted screen:

Note: When you tilt the badge to read the screen, make sure your fingers do not block any of the four microphones.

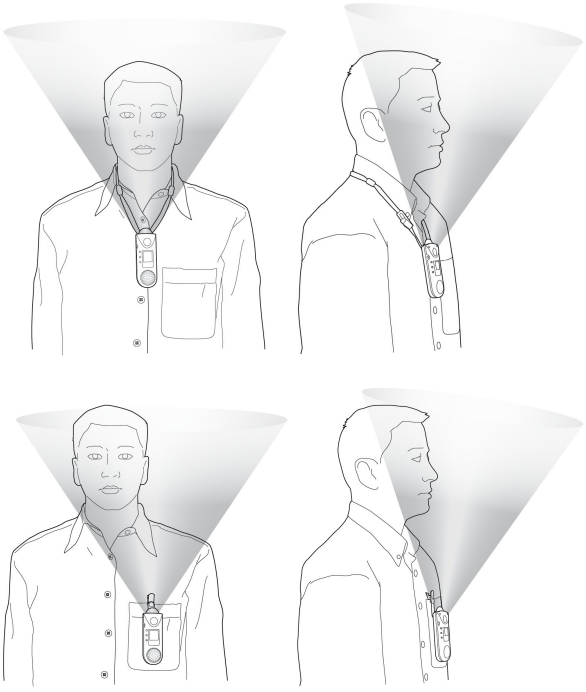
Increased Speaker Volume

The B3000 has a speaker with 85 dBSPL peak loudness, more than 10 dB louder than the B2000 speaker, making it easier to use without a headset in noisy areas or areas with persistent background noise.

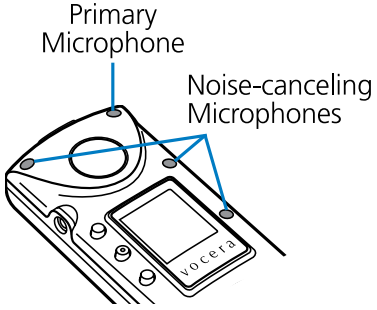
Integrated Noise Cancellation

The B3000 has enhanced noise cancellation as well as better acoustic echo cancellation. The badge has an array of four directional microphones (two at the top and two along the right front side), each with their own echo cancellor, reducing background noise while you speak.

The following figures illustrate B3000 microphone sensitivity. They show front and side views of someone wearing the badge using a lanyard or a universal clip. The shaded area above the badge is the *speech zone*, the region in which audio can be detected.



The following figure shows the primary B3000 microphone and the three noise-canceling microphones.



The noise cancellation features of the B3000 badge have been designed to provide significant improvement in speech recognition accuracy in environments with background noise compared to the older B2000 model.

Smart Battery and Power Efficiency

The lithium-ion polymer smart battery continuously monitors battery life and is able to accurately report remaining capacity. Due to improvements in power efficiency in the B3000 badge, a fully charged B3000 standard battery should provide 3 hours of talk time (U-APSD enabled) and up to 45 hours of standby time. A fully charged B3000 extended battery should provide 5 hours of talk time and 60 hours of standby time. Unlike the B2000 battery, you must remove the B3000 battery from the badge to charge it.

Handset Mode

Version: Vocera 4.3 SP2 or later

The B3000 lets users switch to handset mode to ensure privacy or use the badge in a high noise environment without a headset. When the badge is in handset mode, you can use it like a telephone handset. Press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner. Only the primary microphone is enabled in handset mode; the three noise-canceling microphones are automatically disabled. For information on how to switch the badge to handset mode, see **Turning Handset Mode On or Off** on page 32.

Note: When you hold the badge speaker up to your ear, do not cover the primary microphone with your fingers. Otherwise, the Genie will not hear anything you say.

Improved Attachments

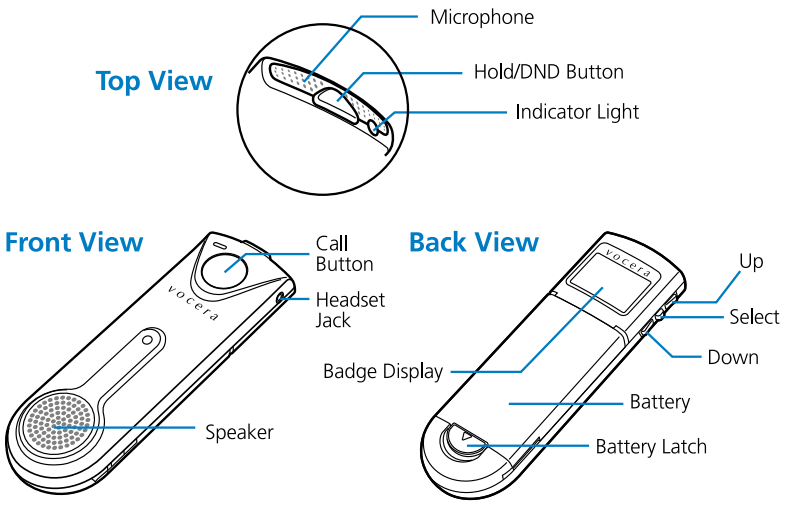
B3000 lanyards and clips attach easily and securely to the metal spine at the top of the badge, letting you remove the attachment without removing the battery, and vice versa.

Indicator Lights

The indicator light on the top of the badge indicates whether the badge's power and DND mode are on:

Color	Meaning
Green blink	Power is on, DND mode is off
Amber blink	Power and DND mode are on

B2000 Features



Display Screen

The display screen on the back of the badge provides status information and a menu that lets you view badge information and customize settings. The display screen also lets you view text messages sent by email, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system. See **The Badge Menus** on page 23 for information about each of the screens in the badge menu.

The B2000 badge features a high-contrast, high-resolution display with an extensive grey-scale to provide greater readability. This display allows for fonts that use both upper- and lower-case characters.

The B2000 badge automatically launches a screen saver when its display is inactive. The screen saver shows your first name and the first initial of your last name, along with an icon indicating the remaining battery life. The badge dismisses this screen saver immediately if the display needs to become active—for example, if you receive a call or a message.

You can manually interrupt the screen saver and return the badge to its previous display by using any of the badge buttons:

- Pressing a side button dismisses the screen saver without taking any additional action.
- Pressing the Call button dismisses the screen saver and also initiates a call.
- Pressing the Hold/DND button dismisses the screen saver and places the badge in DND mode.

Microphone and Speaker

The unidirectional design of the microphone enables it to gather and transmit speech, yet minimizes the amount of background noise that is picked up.

You can adjust the speaker volume by using the buttons on the left side of the badge. See **Adjusting the Volume** on page 30.

Indicator Lights

The indicator light on the top of the badge provides message alerts, out-of-network alerts, and low battery warnings. The color and blink rate of the indicator light give you the following information:

Color	Blink Rate	Meaning
Green	Slow	Normal operation. No new voice or text messages
	Fast	Normal operation *and* you have unplayed voice messages or unread text messages
Red	Slow	Your badge is out of range or is not communicating with the Vocera server. If the badge is out of range, you will see the message "Searching for Access Points" on the badge display. If the badge is within range but is not connecting to the server, you will see the message "Searching for Server."
	Fast	The battery needs to be recharged.

Note: The Hold/DND button has a yellow indicator light that blinks to remind you that a call is on hold or that you have put the badge in Do Not Disturb mode.

Common Badge Features

This section describes features that are common to all types of Vocera badges.

Call Button

Press the Call button to begin and end all voice communications, such as making calls, sending and listening to messages, and recording your name and greeting. The Call button also has these other uses:

- If the badge power is off, you can press the Call button to turn it on.
- If the Genie asks you a question that requires a yes or no response, you can press the Call button to answer "yes."
- If you are on a call and you hear a Call Waiting tone, press the Call button to put the current call on hold and connect to the new call. To disconnect from the second call and return to the call on hold, press the Call button again.

Hold/DND Button

The Hold/DND button places calls on hold, puts the badge in Do Not Disturb (DND) mode, and turns the badge power off:

- To hold a call, press the Hold/DND button while the call is in progress. To release the hold, press the button again.

While a call is on hold, you can press the Call button to summon the Genie. When the Genie answers, you can call another user, check for new messages, or issue any other command. Once the command has been carried out and the operation is finished, the Genie automatically reconnects you with the person on hold.

- To put the badge in Do Not Disturb mode, press the Hold/DND button when no call is in progress. Callers are told that you are unavailable, and they are invited to leave a message, or else their call is forwarded to another destination if forwarding is active for your badge.
- The Hold/DND button can turn the badge off. Press and hold the Hold/DND button for at least seven seconds to turn off the badge power.

A small yellow indicator light on the Hold/DND button blinks when the badge is in Hold or Do Not Disturb mode.

The Hold/DND button also has these other uses:

- Press the Hold/DND button to cancel a command. For example, if you are calling someone, leaving a message, or recording your name and you change your mind, press Hold/DND to cancel the action.
- If the Genie asks you a question that requires a yes or no response, press the Hold/DND button to answer "no." (To answer "yes," use the Call button.)

The Badge Menus

The badge display shows a series of menu screens that comprise the top level of the menu system. You navigate the badge menus differently depending on the type of badge.

To navigate through B3000 menus:

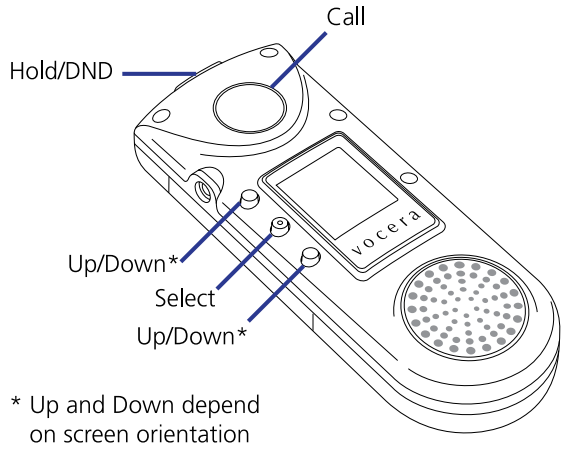
- Press the Select button to display the menu, and then use the Up or Down buttons to navigate.

  Note: The menu screens wrap in either direction if you keep pressing Up or Down.

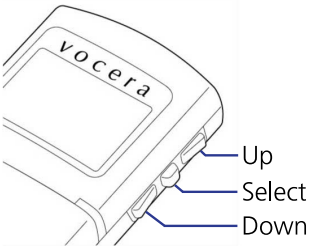
To navigate through B2000 menus:

- Press the Up, Select, or Down button to display the menu, and then use the Up or Down buttons to navigate.

On B3000 badges, the Up, Select, and Down buttons are on the front of the badge. Up and Down depend on the orientation of the screen.



On B2000 badges, the Up, Select, and Down buttons are on the side of the badge. The screen orientation cannot be changed.



Use the Select button to choose a displayed item. To return to the main screen at any time, press and hold the Select button until the badge beeps. Pressing the Select button from the main screen takes you to the Messages screen.

The top-level menu differs for each Vocera badge type, as shown in the following table:

Badge Type	Top-Level Menu
B3000	Messages Settings Return Home Info Power Off

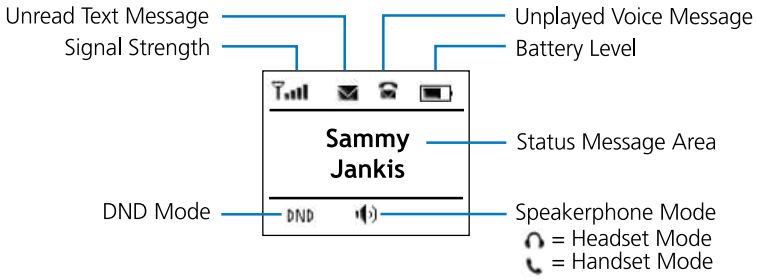
Badge Type	Top-Level Menu
B2000	Info Power Off Volume Font Messages

The following sections describe your badge's display menu choices.

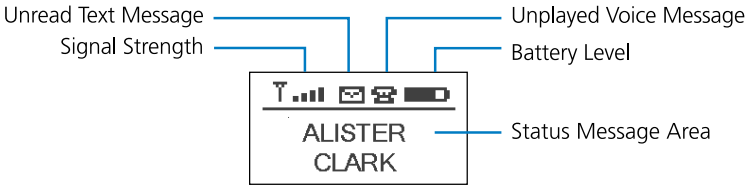
Main Screen

The main screen appears when you turn on the badge. This screen has a status message area with symbols that show you the wireless network signal strength, the battery charge level, whether you are in speakerphone or headset mode, and whether you have unread text messages or unplayed voice messages.

The following figure shows the B3000 main screen:



The following figure shows the B2000 main screen:



The status message area may show one of the following alerts:

Status Message	Meaning
Name—not blinking	The name of the person who is logged in to the Vocera system using this badge.
Name—blinking	If someone is trying to call you, this shows you the name of the person who is calling. If you are already on a call, this shows the name of the person with whom you are currently speaking. If you are already on a call and you hear the Call Waiting tone, this displays the name of the person who is trying to call you. If you are in a conference, this shows its name. If you are receiving a broadcast, this shows the name of the person making the broadcast. If you received a message, this shows the name of the person who sent the message for 15 seconds.
Vocera	Your badge is communicating with the Genie.
Logged out	No one is logged in with this badge.
Searching for Access Points *or* Off Network	The badge is out of network range or is not able to connect with the network. If you are sure you are within range of your network, contact your system administrator.
Searching for Server	The badge is within network range, but it is not communicating with the Vocera Server. See **Why does my device display say "Searching for Server"?** on page 119.
Authenticating	The badge's credentials are being authenticated for network security.
Requesting IP Address	The badge is requesting an IP address from the DHCP server.

Info Menu

The Info menu gives you information about the badge you are using and how it is connected to the network.

Most of this information is intended to be used by your system administrator for diagnostic purposes.

The Info menu provides the following information:

- Battery. The battery strength is given in volts (V). The badge operates correctly when the battery level is 3.5 V or greater.
- Badge MAC. The MAC address is a unique identifier for your badge that the Vocera server uses as the Badge ID. On a B3000 badge, this screen also displays the Vocera serial number.
- Location. The name of the location or the physical network address of the access point with which your badge is currently communicating.
- Label. A label that uniquely identifies the device in the Vocera system for device management purposes.
- Badge IP. The Internet Protocol (IP) network address of the badge. The Badge IP command also shows the subnet mask—or netmask— and the gateway IP address.
- Version. The version of the firmware that your badge is using.
- FIPS Mode. Whether FIPS 140-2 mode is enabled. For more information about FIPS, see the *Vocera Badge Configuration Guide*.

  Note: FIPS mode is certified for B2000 badges only.

- Server IP. The IP network address of the Vocera Server or the active node of the Vocera Server cluster.
- Cluster. The IP network addresses of the nodes in the Vocera Server cluster, if one exists. If all the Vocera Server cluster IP addresses don't fit on one screen, you can scroll to the next screen by pressing Down.
- AP MAC. The physical ID of the access point to which the badge is currently connected.
- User. The name of the person who is currently logged in to your network with this badge.
- Radio. If the badge is connected to the network, displays the message "Connected" and the channel that the radio is using; otherwise, displays the message "Powering off."

This screen also displays the signal-to-noise ratio (SNR) of the connection and plays a beep for the built-in survey tool.

- SSID. The SSID of the access point the badge is connected to.

Power Off Menu

Power Off turns off all power to the badge and the badge display to preserve the battery charge when you are away from the network.

Press the Call button to turn the power on again.

Messages Menu

Your badge can display text messages that were sent from email accounts, the Vocera User Console, or an application that integrates with the Vocera system, such as a nurse call system.

When you select **Messages**, the display shows one subject line for each text message. On a B3000 badge, the subject line for only one message is shown at a time. A closed envelope symbol next to a subject means you have not yet read that message; an open envelope means you have already read that message. An [S] means you have already read and saved that message. See **Reading Text Messages** on page 56 for more information.

Settings Menu

The Settings menu (available only on B3000 badges) displays the following submenus for personal settings: Volume, Font, Handset, Group Mode, Flip Screen, and Return Home. The Vocera Server preserves these settings whenever you log into a different B3000 badge.

Return Home Command

The Return Home command (available only on B3000 badges) returns to the main screen.

Volume Menu

The Volume menu independently adjusts the sound level for speakerphone and headset modes. On B3000 badges, you can also set the volume for handset mode. See **Adjusting the Volume** on page 30 for instructions.

Font Menu

The Font menu lets you display all uppercase letters or mixed case letters in text messages. See **Adjusting the Message Font** on page 30 for instructions.

Handset Menu

Version: Vocera 4.3 SP2 or later

The Handset menu (available only on B3000 badges) lets you turn handset mode on or off. In handset mode, you can press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner. This ensures privacy and lets you use the badge in a high noise environment without a headset. See **Turning Handset Mode On or Off** on page 32 for instructions.

Group Mode Menu

Version: Vocera 4.3 GA or later

The Group Mode menu (available only on B3000 badges) lets you turn off noise-canceling microphones while you are on a call, thus widening the speech zone and letting other people speak into the badge's primary microphone. If you are in a noisy environment, you can disable Group Mode to eliminate background noise while you are on a call.

Flip Screen Menu

Version: Vocera 4.1 SP7 or later

The Flip Screen menu (available only on B3000 badges) lets you invert the screen, turning it upside down. When the screen is inverted, you can conveniently read the text by tilting the bottom of the badge up.

Custom Settings

This section describes how to customize badge settings.

Important: The Vocera Server maintains B3000 settings for Volume, Font, Handset, Group Mode, and Flip Screen for each user. When you log into a different B3000 badge, your personal settings are preserved.

Adjusting the Message Font

You can adjust the way that the badge displays text messages. If you receive a lot of text messages—for example, if your site integrates with a messaging system such as a Nurse Call System—you may want to choose the display that is most readable for you.

To adjust the font used by badge messages on a B3000:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the **Settings** icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the **Font** icon.
5. Press the Select button to choose the Font menu.

   The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).
6. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the text message display and return to the main screen.

To adjust the font used by badge messages on a B2000:

1. Turn the badge over so you can see the display.
2. Press the Up button until you see the **Font** icon.
3. Press the Select button to choose the Font menu.

   The display prompts you to select either all uppercase letters (UPPERCASE MSG ON) or sentence-style mixed case letters (UPPERCASE MSG OFF).
4. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the text message display and return to the main screen.

Adjusting the Volume

You can adjust the sound level for speakerphone or headset mode independently. On B3000 badges, you can also set the volume for handset mode. There are two procedures for adjusting the volume: one for when the badge is idle, and one for when you are on a call.

When you use the Up and Down buttons to adjust the volume rather than using the Volume menu, the change affects only the listening mode in use at the time. That is, if you are using a headset and you adjust the volume during a call, you change the volume for the headset only. If the Announce Through Speaker property is enabled (see **Using the Announce through Speaker Commands** on page 58), you change the volume for the badge speaker only (even if you're using a headset).

To adjust the volume when you are on a call:

- Do either of the following:
  - Press the Up button as many times as necessary to increase the volume to the level you prefer.
  - Press the Down button to decrease the volume.

To adjust the volume when the badge is idle on a B3000:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, and then press the Up button until you see the **Settings** icon.
3. Press the Select button to choose the Settings menu.
4. Press the Select button again to choose the Volume menu.

   The display prompts you to select one of the following modes:
   - **Speaker**
   - **Headset**
   - **Handset**
5. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the volume for the specified mode.
6. Do either of the following:
   - Press the Up button as many times as necessary to increase the volume to the level you prefer.
   - Press the Down button to decrease the volume.

     The display changes accordingly.
7. Press the Select button to set the new volume level and return to the main screen.

To adjust the volume when the badge is idle on a B2000:

1. Hold the badge, and orient it so that you can read the screen.

2. Press the Select button to see the menu, and then press the Up button until you see the **Volume** icon.
3. Press the Select button to choose the Volume menu.

   The display prompts you to select one of the following modes:

   - **Speaker**
   - **Headset**
4. If necessary, press the Up or Down buttons to move the highlight, then press the Select button to set the volume for the specified mode.
5. Do either of the following:
   - Press the Up button as many times as necessary to increase the volume to the level you prefer.
   - Press the Down button to decrease the volume.

     The display changes accordingly.
6. Press the Select button to set the new volume level and return to the main screen.

Turning Handset Mode On or Off

Version: Vocera 4.3 SP2 or later

You can turn handset mode on or off for a B3000 badge. After you answer a call in speakerphone mode, you can put the caller on hold, switch to handset mode, and then resume the call.

To turn handset mode on or off for a B3000:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the **Settings** icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the **Handset** icon.
5. Press the Select button to choose the Handset menu.
6. Press the Up or Down buttons to switch between **Handset Mode Off** or **Handset Mode On**, and then press the Select button to make your selection and return to the main screen.

   When handset mode is on, the handset mode icon appears at the bottom of the screen.

To use a B3000 badge in handset mode:

- Press the Call button to make a call or answer a call, and then put the badge speaker to your ear and speak into the primary microphone located on the front of the badge at the top right corner.

To switch to handset mode while on a call:

1. Press the DND button on the top of the badge to put the call on hold.
2. Hold the badge, and orient it so that you can read the screen.
3. Press the Select button to see the menu, then press the Up button until you see the **Settings** icon.
4. Press the Select button to choose the Settings menu.
5. Press the Up button until you see the **Handset** icon.
6. Press the Select button to choose the Handset menu.
7. Press the Up or Down buttons to switch to **Handset Mode On**, and then press the Select button to make your selection and return to the main screen.
8. Put the badge speaker to your ear, and press the DND button to resume the call on hold.

Specifying the Group Mode Setting

Version: Vocera 4.3 GA or later

The Group Mode setting, which is available only on a B3000 badge, lets you disable the noise canceling microphones while you are on a call. By disabling the noise canceling microphones, the speech zone is effectively widened, thus letting people other than you speak into the badge's primary microphone.

The Group Mode setting affects the badge's speech zone only when you are on a badge-to-badge call. Group Mode is always off during Genie interactions and broadcasts.

To specify the Group Mode setting:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the **Settings** icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the **Group Mode** icon.

5. Press the Select button to choose the Group Mode menu.

   The display prompts you to select either **Enabled** or **Disabled**.

   The default setting is **Enabled**, meaning Group Mode is enabled only while on a call. Choosing **Disabled** turns on the noise-canceling microphones while you are on a call, thus eliminating background noise.

6. Press the Up or Down buttons to switch between settings, and then press the Select button to make your selection and return to the main screen.

Flipping the Screen

You can invert the B3000 screen, turning it upside down, thus making it easy to tilt up to read.

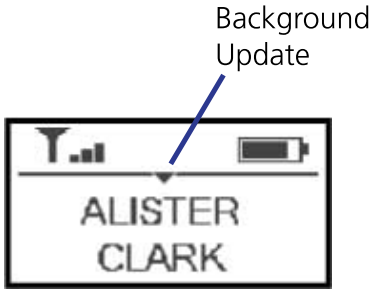
To flip the B3000 screen:

1. Hold the badge, and orient it so that you can read the screen.
2. Press the Select button to see the menu, then press the Up button until you see the **Settings** icon.
3. Press the Select button to choose the Settings menu.
4. Press the Up button until you see the **Flip Screen** icon.
5. Press the Select button to flip the screen and return to the main screen.

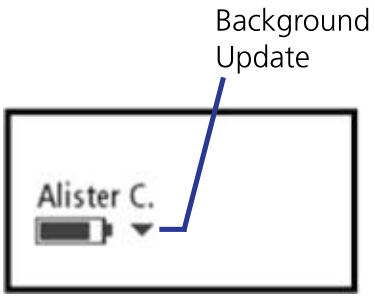
Background Updater

Version: Vocera 4.1 SP6 or later

When a badge is performing a background update, the ▼ icon on the screen indicates that the update is in progress. After the files are downloaded, the badge restarts.



If the B2000 badge screen saver is currently active, the ▼ icon appears to the right of the battery indicator:



If the update process is paused because the badge is being used to make or receive a call, the ▼ icon does not appear on screen until the call is finished and the update process resumes.

Using a Badge While a Background Update Is in Progress

All badge functionality is available while a background update is in progress. If you make or receive a call, the background update is automatically paused so that it does not affect call quality. While background update is paused, the ▼ icon does not appear on screen. When you finish the call, the background update process resumes and the ▼ icon appears on screen again until the update is finished.

Interrupting a Background Update

If you roam off network or the Vocera Server fails over to another server while a background update is in process, the update stops and the badge restarts. When your badge reconnects to a Vocera Server, the background update process will begin again.

Anti-Microbial Protection

Most exterior surfaces of badges incorporate an antimicrobial additive from BioCote® to inhibit the growth of odor-causing bacteria, mold, and fungi. This additive is molded into the badge material, and you cannot wear it off or remove it by scratching the badge, protecting the product's surface from deterioration.

A topical solution, also from BioCote, is applied to the buttons and the plastic display screen of badges. The battery compartment, the inner surface of the battery, and the microphone screen do not incorporate antimicrobial protection.

Headset Jack

The headset jack accepts an earphone/microphone-style headset (sold separately) for times when you want more privacy or when you are working in a noisy environment. When you attach a headset, the device's microphone operation is suppressed. The speaker is also suppressed unless you turn on the Announce through Speaker property. See **Using the Announce through Speaker Commands** on page 58.

On a Vocera badge, you can adjust the volume for a headset separately from the badge speaker volume. See **Adjusting the Volume** on page 30.

Alert Tones and Notifications

Alert tones are controlled by settings on the Vocera server. Your device may play any or all of the following alert tones:

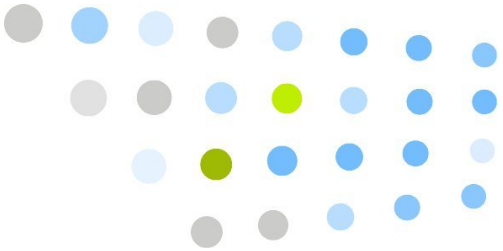
Tone	Meaning
On/Off Network Alert	You just moved out of the range of the wireless network, or you just moved into the range of your wireless network.
Low Battery Alert	Your battery needs to be recharged.
Text Message Alert	You just received a new text message
Voice Message Alert	You just received a new voice message.

Your device may play any or all of the following reminders:

Reminder	Meaning
Text Message Reminder	Plays a tone every 15 minutes until you read or listen to a new text message.
Voice Message Reminder	Plays a tone every 15 minutes until you listen to a new voice message.
DND Reminder	Plays a tone every 15 minutes to remind you that the badge is in DND mode.

If you are not receiving an alert tone or reminder that you would find useful, or if you do not want to be notified of any of the above conditions, ask your system administrator to change the settings for your device. The system administrator can also set an option to disable all alerts when your device is in Do Not Disturb mode.

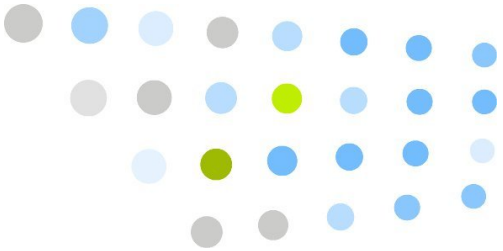
In addition to the alert tones, the badge provides a spoken notification ("Searching for Server") if you press the call button when the badge is connected to the network but not connected to the Vocera Server.



Commands

The following topics describe voice commands you can use on both the Vocera badge and the smartphone:

- **Basic Calling** on page 41
- **Advanced Commands** on page 61



Basic Calling

Your Vocera device provides one-touch communication. To begin any kind of call or to record or play messages, press the Call button to summon the Vocera Genie. The Genie answers with a tone, a prompt, or both (depending on the setting that is active for your device) and is then ready to accept your voice commands. This chapter describes the most-frequently used voice commands, by category.

Logging In and Out

Important: If someone is already logged in to your Vocera device when you receive it, make sure it is you!

If you use a Vocera device while logged in as someone else, people won't be able to contact you. Take a look at the screen on the device to make sure it displays your name. If the screen displays another name, press the Call button and say "Log me out." Then press the Call button again and log in by saying or spelling your name when the Genie prompts you.

Action	Recommended Voice Commands	Alternative Forms
Log in	*When prompted by the Genie, say or spell your first and last name.*	
Log out	Log me out.	Log out.

Note: If voice prints are enabled for your system, the Genie may ask you to say your name multiple times or ask you to repeat a series of digits.

If your organization shares Vocera devices, make sure you log out when you are finished using your device. Turning the power off or removing the battery does not log you out—the Genie remembers you are logged in when the device gains power again. When you place your device in a charger, the system may automatically log you out, depending on a preference set by your administrator.

You can log into the system on only one Vocera device at a time. If you try to log in with a second device, the Genie reminds you and asks you to confirm if you still want to log in. When you say Yes, the system logs in your new device and logs out your first Vocera device.

Recording Names and Greetings

To allow your callers to hear your name in your own voice, and to enable callers to hear a personal greeting when they leave messages, use the following voice commands to record your name and to record, play, and erase your greeting.

Action	Recommended Voice Commands	Alternative Forms
Record your name	Record name.	Record my name.
Record, play back, or erase your greeting	Record greeting. Play back greeting. Erase greeting.	Record my greeting. Play back my greeting. Erase my greeting.

Using the Welcome Tutorial on the Badge

Even if you've had a training session in the use of the badge, you may find it hard to remember the basics that seemed so simple in the classroom. The Genie provides a brief and witty welcome tutorial to bring you up to speed in badge use. The tutorial is easy to use, and it covers enough of the basics to help your experience with the badge be a positive one.

During the tutorial, the Genie describes how to use the badge, records your name, and shows you how to make a call. You can end the tutorial at any time by pressing the Hold/DND button. You can play the tutorial as many times as you want, or you can return at a later time to the section that records commands.

Action	Recommended Voice Commands	Alternative Forms
Listen to the welcome tutorial	Play Welcome Tutorial.	Play Welcome.

Note: Although the smartphone allows you to play the badge tutorial, the information is specific to a badge and therefore may not help you learn how to use the phone.

Placing and Receiving Calls

Placing and receiving calls are the tasks you perform most frequently with a Vocera device. The rest of this section shows you how to use voice commands and the buttons on the badge or phone to perform these basic tasks.

Calling Other Users

To begin a call, press the Call button, wait for the Genie to answer, and then tell the Genie to "Call *User's Name.*" If the person you are calling is already on a call, a tone will notify him or her that someone else is trying to call.

Note: If you press the Call button and no speech is perceived by the Genie, you will hear a request to repeat your command. This request is repeated three times. After three tries the call attempt is ended.

When you call a user who is not available, the call may be forwarded to another user or phone number. If no forwarding is set, the Genie tells you that person's status and asks if you want to leave a message. There are four possible status messages: not on the network, not logged in, busy on another call, and not available.

Action	Recommended Voice Commands	Alternative Forms
Call a user	Call *John Smith.*	Find *John Smith.* Get me *John Smith.* Contact *John Smith.*

Using Speak or Spell

The speak or spell feature allows you to contact users, groups, or address book entries by either speaking or spelling their names in a voice command. Spelling a name greatly improves speech recognition because you are effectively uttering many more syllables than when you simply speak a name. In fact, spellings are so effective that they may work even when they are slightly incorrect, so don't let past spelling bee experiences scare you away!

In addition to *speaking* the full name, you can *spell* either the first name, the last name, or both names to contact a person. For example, you can use any of the following commands to place a call to the user or address book entry Jesse Hart:

- Call Jesse Hart
- Call J-E-S-S-E
- Call H-A-R-T
- Call J-E-S-S-E-H-A-R-T

You must always speak or spell the full name to contact a group, place, or alternate spoken name. For example, you can use either of the following commands to place a call to the address book entry Poison Control:

- Call Poison Control
- Call P - O - I - S - O - N - C - O - N - T - R - O - L

A *qualifier* is an additional name, such as a department or a site, that helps to identify the party you are trying to contact in a voice command. You can use either a spelling or a qualifier in a voice command, but you cannot use both. In addition, you cannot spell the name of the qualifier—only the party you are trying to contact.

For example, you can contact Maria Blount in the Imaging department by saying either "Call M - A - R - I - A" or "Call Maria in Imaging". You cannot use either "Call M - A - R - I - A in Imaging" or "Call Maria in I - M - A - G - I - N - G". See **Calling with Department Names** on page 45 for more information about using departments.

Note: Make sure you speak with an even pace and say each letter distinctly when you spell a name. The Genie hears a spelling as a very long word, and you don't want to trip it up!

Calling with Department Names

If your system administrator sets up departments, they are a convenient way to contact other users on the Vocera system. When you use a department in a voice command, Vocera can:

- Differentiate among users with the same first and last names.

  For example, if your site has two users named John Smith, you can issue the voice command "Call John Smith in Hardware".

- Identify a Vocera user when you know the first name and department, but not the last name, of other people at your site.

  For example, you can issue the voice command "Call Sue in Hardware".

Action	Recommended Voice Commands	Alternative Forms
Call a user with a department name	Call *John Smith* in *Hardware*.	Find *John Smith* in *Hardware*. Get me *John Smith* in *Hardware*. Contact *John Smith* in *Hardware*.
Call a user with first name and department	Call *Sue* in *Hardware*.	Find *Sue* in *Hardware*. Get me *Sue* in *Hardware*. Contact *Sue* in *Hardware*.

Calling a Group Member

The system administrator may create groups of Vocera users and provide a list of groups for you to use in commands. When you call a group, you are actually calling an available member of that group, not everyone in the group. The Vocera server determines which member to try first, based on the ordering method the system administrator or group manager chooses.

Action	Recommended Voice Commands	Alternative Forms
Call a group member	Call *Tech Support.*	Find *Tech Support.* Get me *Tech Support.* Contact *Tech Support.*

To call a member of a group

1. Press the Call button.
2. Wait for the Genie to answer.
3. Tell the Genie to "Call *the Group's name.*"

   The Vocera server searches for an available member of the group. If no one in the group is available, you will either be prompted to leave a message (which will be sent to all members of the group) or your call will be forwarded, depending on the way the system administrator or group manager has set up the group.

Training the Genie

If the Genie has difficulty understanding your speech, don't get frustrated—you can train the Genie to recognize the way you say names and commands. The Genie can learn the names of people, groups, and locations as well as most commands. You can also train the Genie to recognize a nickname, if that is the way you always call a person you know.

When you train the Genie to learn a name, you are prompted to spell the name. If you change your mind, you can use the "Unlearn a name" command to delete it. The Genie will prompt you for the necessary information.

The following table lists all the commands you can use to train the Genie:

Action	Recommended Voice Commands	Alternative Forms
Train the Genie to recognize the way you say a name	Learn name.	Learn a name.
	Learn group name.	Learn a group name.
	Learn address book name.	Learn an address book name.
	Learn location name.	Learn a location name.
Delete a learned name	Unlearn name.	Unlearn a name.
	Unlearn group name.	Unlearn a group name.
	Unlearn address book name.	Unlearn an address book name.
	Unlearn location name.	Unlearn a location name.

Action	Recommended Voice Commands	Alternative Forms
Train the Genie to recognize the way you say common commands	Learn commands.	
Train the Genie to recognize the way you say other commands	Learn more commands.	
Delete all your learned commands	Unlearn commands.	

To train the Genie to learn a name:

1. Press the Call button, wait for the Genie to answer, and then say "Learn name." You can also say "Learn group name" or "Learn location name" to train the Genie for other names.
2. When prompted, **spell** either the first or last name of the individual. The Genie prompts you to spell the group or location for other types of names.

   If more than one person, group, or location has the name that you spell, the Genie speaks each name, asking you to identify the one you want.
3. When prompted, say the name or nickname the way you always do.

   The Genie asks you to repeat the name several times, then tells you, "OK, I've learned the name."

To train the Genie to learn commands:

When you train the Genie to learn the way you say commands, the Genie prompts you to record a short list of the most common commands, as well as keywords such as Yes, No, and the numbers zero through nine. You can press the Call button to skip through commands in the list, or you can quit at any time by pressing the Hold/DND button. When you quit, the Genie remembers the commands it has already learned, and it gives you the option to skip these commands if you continue some other time.

1. Press the Call button, wait for the Genie to answer, and then say "Learn commands."

   The Genie reminds you that it will take a few minutes to learn commands, and then it prompts you to speak the first command.

Note: To train the Genie to learn commands that are used less frequently, say "Learn more commands."

2. Do either of the following:
   - Say the name of the command the way you always do.

     The Genie asks you to repeat the command several times, then prompts you to speak the next command.
   - Press the Call button.

     The Genie skips that command and prompts you to speak the next command.
3. Continue through the list by saying each command to train the Genie or skipping it with the Call button.
4. Quit at any time by pressing the Hold/DND button.

   The Genie tells you it is quitting and remembers the commands it has learned.

To train the Genie to learn commands again:

If you use Learn Commands again at a later time, the Genie can automatically skip commands it has already learned. The Genie also lets you manually skip through the command list so you can re-record specific commands. For example, if the Genie didn't learn certain commands properly during a previous training session, you can rerecord just those specific commands.

1. Press the Call button, wait for the Genie to answer, and then say "Learn commands."
2. When the Genie asks if you want to skip over the commands it has already learned, do either of the following:
   - Say "Yes" to have the Genie automatically skip commands you have recorded.

     The Genie prompts you to record only commands it has not already learned.
   - Say "No" so you can manually skip commands or record all of them again.

     The Genie prompts you to record each command, starting at the beginning of the list.
3. Use the Call button to skip through the list, recording or re-recording commands.

If you skip a command you have already recorded, it is not erased.

4. Quit at any time by pressing the Hold/DND button.

   The Genie tells you it is quitting and remembers the commands it has learned.

Answering a Call

When someone calls your Vocera device, you will hear a tone. If you have a badge, the Genie may ask if you want to talk to the caller. The ring tones for a badge and a phone are different.

When you reject a call, the caller will be prompted to leave a message or forwarded to a destination you have chosen. See **Forwarding Your Calls** on page 70.

If **Auto Answer for Incoming Calls** is enabled for your Vocera device, all of your calls will be connected immediately, without any action on your part. See **Using the Auto Answer Commands** on page 58.

Note: Calls will not be put through if you told the Genie to block calls or you put your badge or phone in Do Not Disturb mode. (See **Using Do Not Disturb** on page 51 and **Blocking and Accepting Calls** on page 78 .)

To accept a call on a badge:

- Do either of the following:
  - Answer **Yes**.
  - Press the Call button.

To reject a call on a badge:

- Do either of the following:
  - Answer **No**.
  - Press the Hold/DND button.

Ending a Call

Either party can end a call. If the other party ends the call, you will be disconnected automatically.

To end a call:

- Press the Call button.

Using Buttons to Answer "Yes" or "No"

When a Genie prompt requires a "yes" or "no" answer (for example, to confirm that you want to send a message), you can say your response or you can press a button to respond.

To answer Yes:

- Press the Call button.

To answer No:

- Press the Hold/DND button.

Call Waiting

If you hear a call-waiting tone during a call, it means that someone is trying to call you. The name of the person calling you will flash on your badge or phone display.

To accept a waiting call:

1. Press the Call button.

   Vocera puts the first call on hold and connects the second call.
2. When you are done speaking, press the Call button again.

   Vocera ends the second call and returns to the original call.

To refuse a waiting call:

- Do either of the following:
  - Press the Hold/DND button.
  - Ignore it.

    If possible, use the DND button to refuse the call and cancel the call waiting tone immediately.

  Vocera treats the second call as an unanswered call. The caller is either prompted to leave a message or forwarded to a destination you have chosen. See **Forwarding Your Calls** on page 70.

Putting a Caller on Hold and Releasing the Hold

When a call is on hold, you can press the Call button, and then call another badge or phone, send a message, or give the Genie any other authorized command when the Genie answers.

Note: If you put a call on hold on a Vocera smartphone, you cannot use the keypad to dial an extension to place another call. However, you can press the Call button and use a Genie command ("Dial extension" or "Dial an outside number") to dial a number.

To put a badge call on hold:

- Press the Hold/DND button on the top of the badge.

  The indicator light on the Hold/DND button blinks.

To reconnect to a call on hold:

- Press the Hold/DND button again.

  On the badge, the indicator light on the Hold/DND button stops blinking. On the smartphone, the DND icon disappears from the top of the screen.

Using Do Not Disturb

There may be times when it is inconvenient for you to receive calls and message notifications from the Genie (when you are attending a meeting, for example). The best way to block calls temporarily is to press the Hold/DND button. When you are ready to resume accepting calls, press the Hold/DND button again.

On a badge, a light at the top of your badge flashes yellow to remind you that you are in Do Not Disturb (DND) mode. Also, your badge or phone will beep every 15 minutes to remind you, unless your system administrator turns off this setting.

When you put the badge or phone in DND mode, some calls may still be put through. VIP buddies or a person with VIP status can optionally interrupt DND mode, and an urgent call is always connected.

The Genie tells VIP buddies and callers who have **VIP Status** that you are not accepting calls right now, and asks them "Do you want me to break through?" If they confirm, the Genie calls your Vocera device. (VIP Status is a permission granted by the system administrator.)

Urgent calls and urgent broadcasts always break into DND mode — you do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.

To block calls using voice commands, see **Blocking and Accepting Calls** on page 78.

Sending Voice and Email Messages

This section describes how to send voice and email messages from your badge.

Sending a Voice Message

You can send voice messages to individual users, or you can send messages to all members of a group simultaneously. You can also specify that the message is urgent. By default, the maximum length of each message is one minute, although your system administrator can set it as high as three minutes.

If you send an urgent message, it automatically breaks through to all recipients, regardless of what they are doing at the time. See **Issuing Urgent Commands** on page 73.

The following table shows the commands for recording voice messages:

Action	Recommended Voice Commands	Alternative Forms
Send a message to a user	Record a message for *John Smith.*	Send a message to John Smith.
Send a message to the members of a group	Record a message for *Tech Support.*	Send a message to *Tech Support.*
Send an urgent message to a user	Record an urgent message for *John Smith*.	Send an urgent message to *John Smith*.
Send an urgent message to the members of a group	Record an urgent message for *Tech Support.*	Send an urgent message to *Tech Support.*

Sending an Email Message

You can also send a voice message from your badge or phone to the email address of any badge user, group, outside buddy, or address book entry. Vocera sends your message as a .WAV sound file that is attached to a generic text email message. The recipient can play the message by using Windows Media Player or any other Windows utility that can play .WAV files.

For example, suppose you want to use your Vocera device to send a message to a travelling colleague who is reachable only by email. You can send a voice email to your colleague. His or her email reply automatically appears on your badge as soon as it is received.

The following table shows you the commands for sending a voice message from a Vocera device to an email address:

Action	Recommended Voice Commands	Alternative Forms
Send a voice email message to a user, group, outside buddy, or address book entry	Send an email message to *John Smith*.	Record an email message for *John Smith*. Leave an email message for *John Smith*.

When you send a voice email message to a user, outside buddy, or address book entry, the message is sent to the address stored for that person on the Vocera server. If you send the email to a group, the message is sent to all members of the group.

Note: If you attempt to send a message to a user who does not have an email address, the Genie notifies you and cancels the message. If you attempt to send a message to a group, and a group member does not have an email address, the Genie notifies you and asks if you want to send the message to the members who have email addresses.

Listening to Messages

You can use the badge or phone to listen to either voice or text messages. When you play a voice message, you hear the recorded voice of the person who sent it. When you play a text message, Vocera uses text-to-speech generation to speak the message for you.

Vocera uses the following default settings for message playback:

- The order in which messages are played is the opposite of the order in which they are received (most recent message first).

  The badge or phone plays urgent messages before standard messages, regardless of the order in which messages are received.
- The date and time of the message are not announced.

You can change these default settings in the Announcements tab of the User Console. If you do not have access to the User Console, your system administrator can change these settings for you.

If you do not speak the modifying words "voice" and "text" when you play or delete messages, the Genie assumes you are working with voice messages. Use the following commands to work with voice messages:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) voice messages	Play messages.	Play voice messages. Play my messages.
	Play messages from *John Smith*.	Play voice messages from *John Smith*. Play my messages from *John Smith*.
	Play messages from *Marketing*.	Play voice messages from *Marketing*. Play my messages from *Marketing*.
Play old (previously played) voice messages	Play old messages.	Play old voice messages. Play my old messages.
	Play old messages from *John Smith*.	Play old voice messages from *John Smith*. Play my old messages from *John Smith*.
	Play old messages from *Marketing*.	Play old voice messages from *Marketing*. Play my old messages from *Marketing*.
Delete voice messages	Delete all messages.	Delete all voice messages. Erase all messages. Erase all voice messages.
	Delete all messages from *John Smith*.	Delete all voice messages from *John Smith*. Erase all messages from *John Smith*. Erase all voice messages from *John Smith*.

You must speak the modifying word "text" when you issue commands to play or delete text messages. You can use the following commands to work with any type of text messages, regardless of whether they were sent through the User Console or through email:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages	Play text messages.	Play my text messages.
Play old (previously played) text messages	Play old text messages.	Play my old text messages.
Delete text messages	Delete all text messages	Erase all text messages.

You can also use the "from" modifier to play or delete text messages sent from the User Console, as shown in the following table:

Action	Recommended Voice Commands	Alternative Forms
Play new (unplayed) text messages sent through the User Console	Play text messages from *John Smith.*	Play my text messages from *John Smith.*
Play old (unplayed) text messages sent through the User Console	Play old text messages from *John Smith.*	Play my old text messages from *John Smith.*
Delete text messages sent through the User Console	Delete all text messages from *John Smith.*	Erase all text messages from *John Smith.*

Commands You Can Use During Message Play

The following table shows the commands you can use during message playback. In each case, you press the Call button while the message is being played and say the command. You can end message play altogether by pressing the Hold/DND button, or by pressing the Call button twice.

Action	Recommended Voice Commands	Alternative Forms
Delete the message you just played or are in the process of playing	Delete	Erase
Save the message you just played or are in the process of playing	Save	Archive
Play the next message	Next	Skip
Replay the current message	Repeat	
Get the time the message was received	Time stamp	Time
Get the date the message was received	Date stamp	Date
Cancel message play	Cancel	Goodbye

Reading Text Messages

You can read three kinds of text messages on the display of your Vocera device:

- Text messages. Vocera smartphone users can send text messages to other Vocera users. Vocera Messaging Interface (VMI) applications that interface with other systems, such as nurse call systems, can also send text messages to Vocera devices.
- Email messages. People inside and outside the Vocera system can send text messages to your Vocera device from their email programs. See **Sending Text Messages to Vocera Devices** on page 93.
- User Console messages. Users can send these text messages from the Vocera User Console. See **The User Console** on page 105.

To read text messages on the badge display:

1. Hold the badge so that the display screen is visible.
2. Press the Select button once to see the **Messages** icon.
3. Press the Select button to display a list of message subjects, one subject per line. On a B3000 badge, the subject line for only one message is shown at a time. The newest messages are listed first.

If the message was sent from an email account, the subject line displays the first 12 or 13 characters of the message.

4. Use the Up and Down buttons to scroll through the list of messages until you see the message you want to read.
5. Press the Select button to view the selected message.

   The badge displays the body of the message, the sender's name or email address, and the date and time the message was received by the Vocera server. Use the Up and Down buttons to scroll through the message, if necessary.

   Note: If a text message appears to be incomplete, someone may have sent you an email message longer than the character limit for your device.

6. When you finish reading the message, press the Select button to see this menu of message options:
   - PLAY uses text-to-speech generation to speak the message for you.
   - TO NEXT MSG skips to the next message in the list.
   - DELETE MSG erases the message from the badge memory and from the Vocera server.
   - SAVE MSG saves the message and prevents it from being automatically deleted. You are limited to 20 text messages at a time, and you can save up to 10 of these messages.
   - UNSAVE MSG allows the message to be automatically deleted.
   - BACK TO LIST returns to the list of text messages, where you can select another message.
   - EXIT MENU returns to the main screen.

     Note: You can discontinue reading messages and return to the main screen at any time by pressing and holding the Select button until the badge beeps.

To read the most recent text message quickly on a badge:

- Press the Select button three times.

Using Voice Commands to Set Device Properties

A few voice commands let you set properties that control the behavior of your Vocera device. The system administrator sets default values for these properties. You can change them through the User Console or by using voice commands.

Using the Auto Answer Commands

The Auto Answer property lets you specify whether the badge or phone automatically answers incoming calls or whether it asks if you can take a call before connecting it.

- If Auto Answer is turned on, the badge or phone automatically connects all incoming calls immediately, without asking if you want to take the call. If all calls need to be connected quickly, you can enable this feature.
- If Auto Answer is turned off, the Genie announces the name of the caller before connecting an incoming call.

Use the following commands to control the Auto Answer property:

Action	Recommended Voice Commands	Alternative Forms
Connect incoming calls immediately	Turn auto answer on.	
Ask before connecting incoming calls	Turn auto answer off.	

Using the Announce through Speaker Commands

When you use a headset (or badge with a managed lanyard), the badge automatically plays all audio through it by default. Consequently, if you don't wear your headset all the time, you may not hear an incoming call or message announcement, and you may not know that someone is trying to contact you.

The Announce through Speaker property lets you customize that behavior:

- When the **Announce Through Speaker** property is enabled, the badge provides call or message announcements through *both* the device speaker and the headset. These dual announcements ensure that you will always be notified of an incoming call, even if your headset is temporarily off. After accepting the call, the audio is through the headset only.
- If Announce through Speaker is turned off, the device plays both the announcement as well as the call or message through the headset.

If you turn on Announce through Speaker, you can leave your headset plugged in, and simply put it on to communicate after you hear the announcement.

When your headset is not plugged in, all calls, messages, and announcements play through the speaker, as usual, regardless of the Announce through Speaker setting.

Use the following commands to control the Announce through Speaker property:

Action	Recommended Voice Commands	Alternative Forms
Play announcements through badge speaker when headset plugged in	Turn announce through speaker on.	
Play announcements through headset when headset plugged in	Turn announce through speaker off.	

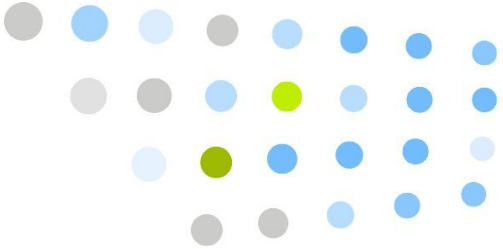
Getting Help

The Vocera system can be customized to provide users with a Help command to help users learn how to use their Vocera devices. For example, the Help prompt could direct users to a Vocera super user, an administrator, an internal Web site, or a local help desk for assistance.

Action	Recommended Voice Commands	Alternative Forms
Get help	Help.	

Note: If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

For information on how your Vocera administrator can create a custom Help prompt, see **Providing a Custom Help Prompt** in the *Vocera Administration Guide*.



Advanced Commands

Some commands require special Vocera permissions or are a little more complex than the commands described in **Basic Calling** on page 41. This chapter describes these commands.

The commands are grouped by category. When a command requires special permission, it is marked by an asterisk (*) in the description. Your system administrator enables or disables permissions for each user. If you do not have permission to use a command that requires one, the Genie will tell you.

Calling Telephone Numbers

If the Vocera Telephony Solution Software is installed on your system, you can ask the Genie to call telephone numbers. Separate permissions are required to make calls to in-house extensions, local numbers, and long-distance numbers.

The following commands are available:

Action	Recommended Voice Commands	Alternative Forms
Call an extension *	Dial extension *5120.*	
Transfer a call to a desk extension *	Transfer to extension *5120.*	
Call a local or long distance telephone number *	Dial an outside number.	Call an outside number.

Note: You cannot use "Get me an outside line" as an alternate form of "Dial an outside number." This alternate command has been removed because it interferes with the "Get me *John Smith*" command.

Use the same command to make local and long distance calls. When the Genie prompts you for the number, say both the area code and the phone number, even when calling a local number. If the area code you say matches the local area code or toll-free area codes set up by your system administrator, the call will be considered local.

You cannot place an international call by speaking a series of digits. However, you can specify an international number for a buddy or an address book entry, then use the corresponding name in a voice command. For example, if you specify an international phone number for an address book entry named German Office, you could place a call by saying, "Call German Office."

The Genie understands numbers, including variations of a number. For example, "Dial extension four one zero zero," "Dial extension four one oh oh," or "Dial extension forty one hundred" are all recognized as commands to dial 4100. The Genie also recognizes "double", "triple", "treble", and "naught". The Genie does not let you say alphabetical characters in a dialing command, such as "1–800–VOC–ERA1".

Calling an Address Book Entry or Buddy

The Vocera system provides an address book for the names and phone numbers of people who are not Vocera users. Your system administrator sets up and maintains this address book, but all users can access the names of people and places it contains from their Vocera devices.

For example, if Vocera users frequently need to contact local businesses, your Vocera administrator can enter the business names and phone numbers in the address book. Then, getting a price quotation from Northwestern Hardware can be as simple as using a badge or phone to say "Call Northwestern."

If you have access to the User Console, you can also set up a private address book of Outside Buddies. Your buddy list contains the names, nicknames, and contact information for friends who are not Vocera users. For example, if you set up **My Mom** as an outside buddy, you can say, "Call My Mom" to dial her phone number. See the *Vocera User Console Guide* for complete information about setting up buddies.

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to contact names in your private address book. You do not need any special permissions to contact a person or place in the system address book.

In addition to the Call command, you can use address book entries and buddies in the following voice commands:

- Conference. See **Placing a Three-Way Conference Call** on page 71.
- Invite. See **Placing a Three-Way Conference Call** on page 71.
- Send Voice Email. See **Sending an Email Message** on page 52.

Action	Recommended Voice Commands	Alternative Forms
Call an address book entry *	Call *Poison Control.*	Find *Poison Control.* Get me *Poison Control.* Contact *Poison Control.*
Call an outside buddy *	Call *My Mom.*	Find *My Mom.* Get me *My Mom.* Contact *My Mom.*

Sending and Receiving Numeric Pages

If the Vocera Telephony Solution Software is installed on your system, you can use a voice command to send a numeric page. Vocera sends the recipient's pager a call-back number that allows that person to return a call *directly to your Vocera device*.

You can send a page to anyone in the Vocera system by using his or her name. For example, if Dr. Randolph is a Vocera user, personal contact (or buddy), or person in the address book, you can speak the command "Page Dr. Randolph" to send a numeric page.

Additional voice commands let you use a Vocera device to send a numeric page to any arbitrary number. If you dial full 7- or 10-digit numbers to send a page in your environment, issue the command, "Page an outside number." When the Genie prompts you for the number of the pager, say the area code and the phone number, even when calling a local number. If the area code matches your local area code or a toll-free area code set up by your system administrator, the call will be considered local.

Some environments provide a paging service that allows employees to send internal pages using only a few digits, similar to the way they call internal extensions. Vocera lets you send pages to these numbers directly. For example, to send a page to the internal number 3964, you speak the command "Page number 3964."

The Genie understands common variations of numbers. For example, "four one zero zero," "four one oh oh," and "forty one hundred" are all recognized as acceptable variations of 4100. The Genie does not recognize commands to dial letters (for example, 1 – 800 – VOC – ERA1).

The following table summarizes the voice commands you use to send a numeric page:

Action	Recommended Voice Commands	Version
Send a page to a Vocera user, buddy, or address book entry	Page *Tom Mailer.*	
Send a page to a Vocera group	Page *Tech Support.*	Vocera 4.1 GA or later
Send a page to an outside number	Page an outside number.	
Send a page to an internal number	Page number *3964.*	

When you send someone a page, Vocera dials the pager number, pauses briefly, and then passes the pager the telephone number of the Vocera system as well as your extension. The pager displays the Vocera system number and the extension.

Note: By default, the extension is your Vocera extension, a virtual extension that the Vocera administrator assigns to you to enable the callback feature. You do not have to learn the Vocera extension; it is for internal purposes only. If you have not been assigned a Vocera extension, your desk extension is used instead.

The person who is paged returns the call by dialing the Vocera system number, and then entering your extension at the system's Genie prompt. Vocera then automatically connects the return call directly to your Vocera device, *not* to your extension.

Vocera requires you to have separate permissions to call toll and toll-free phone numbers. You need one or both of these permissions to send a page to names in your buddy list. You do not need any special permissions to page a Vocera user or a person in the system address book.

You also need permission to have a pager number. If you have a pager number, use the following voice commands to specify whether you want Vocera users to be able to send you pages:

Action	Recommended Voice Commands	Alternative Forms
Allow Vocera users to send you numeric pages *	Enable pages.	
Stop receiving numeric pages from Vocera users *	Disable pages.	

In addition to using the voice commands to send pages, the Genie may ask if you want to send a page to someone who is unavailable. For example, when you call a user who is not on the system, and that person has a pager number, the Genie asks you if you want to send that person a page. If you say no, the Genie then asks if you want to leave a message.

Redialing Phone Numbers

Your Vocera device can redial the last phone number it called as a result of any of the following actions:

- Calling an extension or outside phone number
- Transferring a call from a Vocera device to an extension
- Sending a numeric page

Use the following voice command to redial a phone number:

Action	Recommended Voice Commands	Alternative Forms
Redial the last phone number you called	Redial number.	

Redialing can save you time when you have to call the same number successively. For example, the first time you call a long distance number you must issue the command "Dial an outside number," then state the full telephone number that you want to call. If you want to call that same number again, and you have not made other phone calls since then, you can simply issue the command, "Redial number."

Using Instant Conferences

In some situations, even the short amount of time required to place a call with a Vocera device is too long to wait. For example, employees in a retail store may have a goal of just a few seconds to respond to a customer's query. Similarly, some hospital employees may have an ongoing need for extremely urgent communication.

Using the conference feature gives your badge the push-to-talk quickness and convenience of a walkie-talkie, while retaining all the flexibility and power of the Vocera system. In Vocera, a *conference* is not a place for idle conversation—it is a special device state that lets you speak with other users instantly.

Joining and Leaving a Conference

The **Join** command places you in a conference. Once you are there, you simply press and hold the Call button to speak to everyone else in the conference—you don't have to wait for call setup, speech recognition, or Genie interactions. Everyone in a conference can hear you, anyone in a conference can reply as soon as you release the Call button, and everyone hears the reply immediately.

Every group has a conference associated with it. For example, if your site has set up groups called Managers and Cashiers, you automatically have access to conferences with those names. You *do not* need to be a group member to use its conference; however, your system administrator does need to grant you the **Conference** permission.

To join or leave a conference, use the **Join** or **Leave** commands with the name of the conference; for example:

"Join the conference for *Managers*"

"Leave the conference for *Cashiers*"

The Genie speaks a confirmation when you join or leave a conference. In addition, the Genie announces how many other users are in the conference when you join.

You cannot be in more than one conference at the same time. If you use the **Join** command when you are already in a conference, Vocera automatically takes you out of the first conference and places you in the second one.

Using the Vocera Badge or Phone in a Conference

While you are in a conference with a Vocera badge or phone, you still have access to every other Vocera function. That is, you can place and receive calls, send and listen to messages, and perform every other task you are accustomed to using the badge or phone for.

If you are in a conference, you can press the Call button to hear the Genie prompt, then issue a command like you usually do. If you press *and hold* the Call button, however, you initiate a conversation with everyone in the conference.

Summoning the Genie takes precedence over a conversation in a conference. That is, you can interrupt an active conversation in a conference by pressing the Call button to issue a command. Similarly, any incoming calls are also routed to your Vocera device, interrupting an active conference.

The Do Not Disturb state is also effective in a conference. If your Vocera device is in Do Not Disturb mode, you are not interrupted when someone begins a conversation in a conference. However, you cannot use the Hold/DND button to cancel an active conference. Only pressing the Call button to summon the Genie can cancel an active conference.

Call blocking is not effective in a conference. If you are blocking calls from someone who is in a conference with you, you will still hear that person during a conference, although your Vocera device continues to block that person's direct calls.

Because waiting in a conference does not consume additional power—and you have access to all other Vocera commands—you can stay in a conference as long as you want. In many situations, you may want to be in a conference the entire time you are using your badge or phone.

Summary of Conference Commands

Use the following commands to communicate in a conference:

Action	**Recommended Voice Commands**
Join a conference *	Join conference for *Intensive Care* .
Leave a conference *	Leave conference for *Intensive Care* .

Action	Recommended Voice Commands
Start conferencing or reply (when you are in a conference)	1. Press and hold the Call button. • If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that an instant conference is starting. • If somebody else in the conference has already started to speak, you hear a chirp. 2. Begin speaking. Everyone in the conference hears you immediately. 3. When finished, release the Call button. Everyone in the conference hears a chirp, letting them know they can now reply.
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for *Intensive Care*?

Broadcasting to a Group

The broadcast feature lets you quickly make an announcement to an entire group. *Broadcasting* is different than *calling* a group:

- *Broadcasting* simultaneously contacts everyone in a group who is online and available. A broadcast is not recorded for members who are offline or unavailable.
- *Calling* a group connects you to the first available member in a group.

Recipients of a broadcast may cancel it by pressing the Call button during the broadcast. Recipients may also respond to everyone in the broadcast group by pressing and holding the Call button before the broadcast ends.

The following table summarizes the commands you use to communicate in a broadcast:

Action	Recommended Voice Commands
Initiate a broadcast to a group	Broadcast to *Tech Support*.

Action	Recommended Voice Commands
Cancel a broadcast	Press the Hold/DND button while listening to the broadcast.
Reply to everyone	1. Press and hold the Call button before the broadcast ends. • If it is OK to talk, you hear a beep. Other users also hear a beep to indicate that a reply is starting. • If somebody else has already started to reply, you hear a chirp. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Call button. Everyone in the broadcast group hears a chirp, letting them know they can now reply.

You cannot initiate a broadcast to a group that is already receiving one. The Genie prevents you from starting the second broadcast, but it allows you to join the broadcast in progress (if you are a member of that group), or it tells you to try later (if you are not a member of that group). An urgent broadcast to a group that is already receiving a broadcast will always break in.

If you are already listening to one broadcast when someone attempts to include you in another broadcast, you receive the call waiting tone. Similarly, you receive the call waiting tone when someone calls you while you are receiving a broadcast. See **Call Waiting** on page 50.

Summoning Help in an Emergency

If your system administrator sets up an emergency broadcast group, you can quickly summon help in an emergency.

Using this feature initiates an urgent broadcast to this special group. Everyone in the emergency broadcast group hears you immediately. Unlike other broadcast commands, this feature does not require any special permissions.

Like an ordinary broadcast, you can press the Call button to end the emergency broadcast, and other users can reply to everyone by pressing and holding the Call button before the broadcast ends.

Note: Because this feature initiates an urgent broadcast, it interrupts any other calls or broadcasts that are in progress. See **Issuing Urgent Commands** on page 73.

To initiate an emergency broadcast:

1. Click the Call button twice.
2. When you hear the chime, start talking.

Forwarding Your Calls

When you cannot answer a call for any reason, or when you block all calls or put your badge or phone in Do Not Disturb mode, your caller is usually prompted to leave a message. As an alternative, you can also instruct the Genie to forward your calls to another user, to a group, or if telephony integration is installed on your system, to a phone number.

When you tell the Genie to forward your calls, you will be prompted to choose the conditions under which calls are forwarded. The choices are:

- **All**—Your badge or phone does not play a ring tone when you receive a call, and every call is forwarded to the user or group you specified.
- **Unanswered**—Your badge or phone will still receive calls. Only the calls that you do not answer will be forwarded according to your instructions.
- **Offline**—Calls are forwarded when you are logged out or when your badge or phone is out of range of the wireless network.

The following table summarizes the commands for forwarding your calls:

Action	Recommended Voice Commands	Alternative Forms
Forward calls to a phone number in your profile *	Forward my calls to my desk phone. Forward my calls to my cell phone. Forward my calls to my home phone. Forward my calls to my company voice mail.	Forward calls to my desk phone. Forward calls to my mobile phone. Forward calls to my home phone. Forward calls to my voice mail.
Forward to an internal extension *	Forward my calls to extension *3425* .	Forward to extension *3425* .

Action	Recommended Voice Commands	Alternative Forms
Forward to an outside number *	Forward my calls to an outside number. Forward my calls to another number.	Forward to an outside number. Forward to another number.
Forward to another user or to a group *	Forward my calls to *John Smith.* Forward my calls to *Sales.*	Forward calls to *John Smith.* Forward calls to *Sales.*
Stop calls from forwarding *	Stop forwarding.	Stop forwarding calls.

Note: Your system administrator must grant you permission to forward calls. If you attempt to issue these commands without the proper permissions, the Genie will remind you.

Placing a Three-Way Conference Call

You can use your badge or phone to set up a three-way conference call with two other Vocera users (three parties total, including yourself).

To begin a three-way conference call, you use the **Conference** voice command, and then say the names of the other Vocera users whom you want to participate in the call. For example, "Conference James Madison and Mary Lamb."

You can also change any two-party call into a three-way conference call by adding another party. You can do this in either an unsupervised or supervised way. The following sections describe each method.

Unsupervised Conferencing

You can add another party to an existing call without speaking to him or her first.

To add a third person to a call:

1. While on a two-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that your current call is on hold, and then press the Call button.

3. Say **Invite** *New Person's First and Last Names.* (For example: "Invite George Washington.") If the person you want to add answers, all parties are then connected in a three-way conference call automatically.

Supervised Conferencing

You can speak to a new person before adding him or her to a three-way conference call or, as an alternative, you can switch between the new person and a call in progress.

The following table summarizes your conference call options.

Action	Recommended Voice Commands
Initiate a conference call	Conference *James Madison* and *Mary Lamb.*
Add another party to a call (unsupervised method)	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Invite *Robin Hood.*
Add another party to a call (supervised method)	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Call *Robin Hood.* Your device connects to the new party. 3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either or the following: • Answer "Yes" to create a three-way conference call between you and the other two parties. • Answer "No" to place the new party on hold while you speak with the original caller.
Switch between an active call and a call on hold	Press the Hold/DND button.
End a conversation and return to the other party	Press the Call button while talking to the person you want to disconnect.

To talk with a third person:

1. While on a two-party call, press the Hold/DND button.
2. Wait for the Genie to confirm that your first call is on hold, and then press the Call button.
3. Say **Call** *New Party's First and Last Names.*
4. When you finish speaking to the new party, press the Hold/DND button.

The Genie asks if you want to conference the parties.

5. Answer in either of the following ways:
   - Say "Yes" to create a three-way conference call between you and the other two parties.
   - Say "No" to place the new party on hold while you speak with the original caller.
6. If you placed one call on hold, you can optionally press the Hold/DND button at any time to switch between the original caller and the new party.

   Each time, the Genie asks if you want that party to join your existing call.
7. To end a call, press the Call button.

   Either of the following situations occurs:
   - If the calls are conferenced together, your device hangs up and the other two parties may continue to talk or hang up also.
   - If one call is on hold, the party you were speaking with is disconnected and your device returns to the other call.

Issuing Urgent Commands

If the system administrator has granted you the required permission on the Vocera server, you can issue an Urgent command that automatically breaks through to all recipients, regardless of what they are doing at the time.

You can make any of the following commands urgent:

- Call
- Broadcast
- Conference
- Invite

Urgent commands are powerful—they break through to recipients even if they are in Do Not Disturb mode, are blocking calls, are forwarding all their calls, or are in the middle of another call or three-way conference. The badge or phone announces an urgent call or broadcast with a special ring tone, and it is automatically answered, even if the recipient has auto-answering turned off. See **Using the Auto Answer Commands** on page 58.

The following table shows you how to issue urgent commands.

Action	Recommended Voice Commands	Alternative Forms
Place an urgent call *	Urgently call *Yukio Nakamura*.	Urgent call to *Yukio Nakamura*. Urgent call *Yukio Nakamura*.
Issue an urgent broadcast *	Urgently broadcast to *Managers*.	Urgent broadcast to *Managers*.
Initiate an urgent three-way conference call. *	Urgently conference *James Madison* and *Mary Lamb*.	Urgent conference *James Madison* and *Mary Lamb*.
Urgently add another party to a call *	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: • Urgently invite *Robin Hood*. • Urgently call *Robin Hood*.	Urgent invite *Robin Hood*. Urgent call *Robin Hood*.

Dialing a Phone Number to Urgently Broadcast to a Group

Using a Vocera Smartphone, a user can dial the prefix for urgent broadcasts (666 by default) followed by a group's telephone extension to make an urgent broadcast to a group of Vocera users. This DTMF method of initiating an urgent broadcast is faster and it bypasses the Genie, thus avoiding potential speech recognition problems. This feature is also available if you access the Genie from a standard phone (instead of a Vocera Smartphone) by calling the Vocera hunt number.

For example, if the prefix for urgent broadcasts is 666 and the extension for the Charge Nurse group is 5800, you could send an urgent broadcast to the Charge Nurse group by dialing **6665800** and then pressing .

Note: The prefix for urgent broadcasts is configurable. Check with your Vocera administrator for the prefix used by your Vocera system.

Joining or Leaving a Group

If the system administrator has granted you the required permission on the Vocera server, you can use voice commands to add yourself to or remove yourself from a group.

Note: Group managers also have the ability to add members to a group and remove them. See **Commands for Group Managers** on page 89.

Use the following voice commands to add yourself to or remove yourself from a group:

Description	Recommended Voice Commands	Version
Add yourself to a group *	Add me to *Technical Support*.	
Add yourself to multiple groups *	Add me to multiple groups. *Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.*	Vocera 4.1 GA or later
Remove yourself from a group *	Remove me from *Technical Support*.	
Remove yourself from multiple groups *	Remove me from multiple groups. *Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.*	Vocera 4.1 GA or later

You can also find out whether you or other Vocera users are members of groups by asking the Genie:

Description	Recommended Voice Commands	Alternative Forms
Find the groups to which you belong	What groups am I in?	What groups do I belong to? What groups am I a member of?
Find out who is in a particular group	Who is in *Technical Support?*	

Locating a Vocera User or Group Member

To find a Vocera user or group member in your location or in neighboring locations, press the Call button and tell the Genie to "Locate nearest *User*" or "Locate nearest member of *Group name.*"

To locate a Vocera user or group member at a different site, you must first connect to that site using the "Connect to *Site*" command. After you are connected to the site, use one of the "Locate" voice commands.

Important: The voice command **Find** ("Find John Smith" for example) will **call** the user or group.

Action	Recommended Voice Commands	Alternative Forms
Locate another user or group member *	Where is *John Smith?* Locate *John Smith?* Locate nearest member of *Tech Support?* Locate closest member of *Tech Support?*	
Find out your current location *	Where am I?	
Find out the current location of another user *	Where is *John Smith*?	
Find a group member near a certain location *	Locate a member of *Tech Support* near *The Cafeteria.*	

Using Care Transition Commands

When Vocera Care Transition integration is enabled for your Vocera system, the following additional voice commands are supported on Vocera devices. When you say any of these commands, you are prompted to say your Care Transition PIN.

Action	Recommended Voice Commands	Version
Start a Care Transition session.	Access Care Transition.	Vocera 4.3 GA or later

Action	Recommended Voice Commands	Version
Record a shift change report.	Record shift report. Record shift change report. Record shift report with *User*.	Vocera 4.3 GA or later
Play a shift change report.	Play shift report. Play shift change report.	Vocera 4.3 GA or later
Record a transfer report.	Record transfer report.	Vocera 4.3 GA or later
Play a transfer report.	Play transfer report.	Vocera 4.3 GA or later
Record a charge report.	Record charge report. Record charge report with *User*.	Vocera 4.3 GA or later
Play a charge report.	Play charge report.	Vocera 4.3 GA or later

Recording Your Voiceprint

A *voiceprint* allows the system to authenticate you when you log in. A voiceprint is similar to a fingerprint—it distinguishes you from other people. If you have recorded your voiceprint, you will be challenged to repeat some digits when you log in. The system compares your voice with your recorded voiceprint and denies the login if there is a mismatch.

Voiceprint authentication is active only if it has been enabled by your system administrator. Your system administrator needs to provide separate permissions for you to record and erase your voiceprint. Normally, only your system administrator will have permission to erase the voiceprint of another user.

Until your voiceprint has been recorded, other users will be able to log in under your name. Your system administrator may have configured the system to prompt you to record your voiceprint the first time you log in.

To allow the system to authenticate you when you log in, use the following commands to record or erase your voiceprint.

Action	Recommended Voice Commands	Alternative Forms
Record or erase voiceprint *	Record my voiceprint. Erase my voiceprint.	

Make sure you record your voiceprint in a quiet place and speak in a normal voice.

Important: After you have recorded your voiceprint, you should test it several times by logging in and out. If you have trouble logging in, you should erase your voiceprint or ask your system administrator to erase it so you can log in and re-record it. Voiceprint recordings are specific to the type of Vocera device you are using. If you switch to a different type of device, you will need to record a new voiceprint.

Blocking and Accepting Calls

You can use the following voice commands to block or accept calls. Some of these commands offer more flexibility than the comprehensive blocking provided by the Hold/DND button.

Action	Recommended Voice Commands	Alternative Forms
Block calls *	Block all calls. Block all calls from *John Smith.* Block all calls **except** from *John Smith.*	Hold all calls. Hold all calls from *John Smith.* Hold all calls **except** from *John Smith.*
Accept calls *	Accept all calls. Accept all calls from *John Smith.* Accept all calls **except** from *John Smith.*	Take all calls. Take all calls from *John Smith.* Take all calls **except** from *John Smith.*
Find out who is currently blocked from calling your badge or phone *	Who is blocked?	Whose calls are blocked?

When you activate call blocking, some calls may still be put through. VIP buddies or a person with VIP status can optionally break through, and an urgent call or urgent broadcast is always connected.

If you are blocking calls, the Genie tells VIP buddies and callers who have **VIP Status** that you are not accepting calls right now, and asks them "Do you want me to break through?" If they confirm, the Genie calls your badge or phone and asks if you want to take the call. (VIP Status is a permission granted by the system administrator.)

Urgent calls and broadcasts always break through — you do not get the opportunity to reject them. The system administrator must grant a user permission to make urgent calls and broadcasts.

Note: You must have a special permission to issue block and accept call commands.

Recording a Dictation Session

If your Vocera license includes dictation features and the Vocera administrator has enabled your user account to be dictation-enabled, you can use a Vocera badge or phone to capture and edit a dictation session.

For more information about using a Vocera badge or phone to record a dictation session, see the *Vocera Dictation User Guide*.

Action	Recommended Voice Commands	Version
Start recording a dictation session *	Start dictation.	Vocera 4.1 GA or later

Getting Other Information

You can use any of the following commands to get various kinds of information:

Action	Recommended Voice Commands	Alternative Forms
Find out who called or left a message while you were unavailable (if you have Missed Call Notification turned off)	Who called?	Who called me?

Action	Recommended Voice Commands	Alternative Forms
Find out who is logged in to the badge or phone	Who am I logged in as?	Who am I?
Find out the current time and date	What time is it?	

Navigating IVR Phone Trees with a Badge

An *IVR (Interactive Voice Response) tree* is an automated system that gathers information and routes incoming telephone calls without human interaction. These systems typically require you to use a combination of voice and keypad touch-tones to answer questions about the reason you are calling.

For example, many airlines require you to use an IVR tree if you call them for flight arrival and departure information. Such a tree may tell you to "Press 1 for arrivals or 2 for departures", then tell you to enter a flight number using the telephone keypad.

You can use the badge to navigate an IVR tree and enter touch-tone responses, *even though it doesn't have a keypad*. Any time you are using the badge in a call, clicking the Hold/DND button twice in rapid succession (double-clicking) places the badge in a special "touch-tone" mode, where you can speak the digits.

Note: The Vocera smartphone has a keypad that you can use to enter IVR responses.

To use a badge to interact with an IVR tree:

1. When the IVR system prompts you to enter a number, double-click the Hold/DND button.

   The badge beeps to indicate that it is ready for you to respond.

2. Speak the number at a steady pace, one digit at a time.

   The Vocera Genie responds by asking you to confirm the number, and then beeping to indicate that it is ready for you to respond.

3. Say "Yes" to confirm or "No" to try again. You can also use the Call button for "Yes" or the Hold/DND button for "No", as in other Genie interactions.

   When you confirm, the badge sends a touch tone for each spoken digit to the IVR system, and the IVR system continues asking you questions.

4. If the IVR tree asks for a spoken response at any time, just speak to it as you would during any badge call, without double-clicking.

   The IVR system hears your response and acts accordingly.

You may say up to ten digits, letters, or special characters, as described in **Possible Touch-Tone Responses** on page 81. Say all responses one-at-a-time. For example, say "One Zero Zero", not "One Hundred".

Possible Touch-Tone Responses

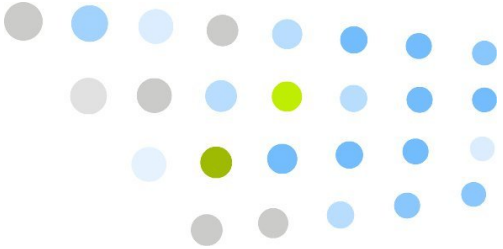
IVR systems often require you to press the pound (#) or star (*) key during an interaction. In addition, telephones in some countries have a few alphabetical keys without numbers that you may have to use. The following table lists the digits, letters and special characters you can speak in touch tone mode.

Supported Characters	**How to Speak Them**
The digits 0 through 9.	Say "Zero", not "Oh" or "Naught". Speak only single digits; do not use "Double" or "Treble".
The letters A through D.	Speak "Ay", "Bee", "See", or "Dee".
#	Do either of the following: • In the US or Canada, say "Pound" or "Sharp". • In the UK, Australia, or New Zealand, say "Pound", "Sharp", or "Hash".
*	Say "Star", not "Asterisk".

Special Features

The following topics describe special features of the Vocera badge and the smartphone:

- **Communicating with Multiple Sites** on page 85
- **Commands for Group Managers** on page 89
- **Sending Text Messages to Vocera Devices** on page 93
- **Using Vocera Access Anywhere** on page 97
- **The User Console** on page 105



Communicating with Multiple Sites

In Vocera, a *site* is a specific physical location where users can communicate with each other. If your organization has multiple sites connected to the same Vocera server, you can use your Vocera devices to communicate with users at any site in your organization.

Note: This chapter is relevant only if your installation supports multiple sites. See your Vocera administrator to find out if your installation supports multiple sites.

About Sites

If your installation supports multiple sites, you can communicate with other users, groups, and address book entries at your local site as well as at any other site. When you roam from site to site, the Vocera server knows which site you are visiting and can direct calls to your device there.

Groups, locations, and address book entries at different sites can have the same name. For example, each site can have its own "Code Blue" group, its own "Cafeteria" location, and its own "The Local Pharmacy" address book entry.

Each site in your organization has a unique name. For example, you may have site names such as New York, Philadelphia, and Washington, or even site names such as Third Street or North Wing.

Types of Sites

Vocera distinguishes among different sites based on where you typically work and where you are visiting:

- Your *home site* is the physical site where you typically work.

  Other users, groups, and address book entries also have a home site.
- Your *current site* is the physical site you are currently visiting.

Because you and other users can roam among sites, you also have a current site. In most situations, your current site and home site are identical. Your current site changes only when you are on the network at another physical site.

In some situations, your organization may have a "global" site that does not represent any physical location. Your administrator can assign users, groups, and address book entries to the global site if they are not associated with a specific physical site.

Using Sites in Voice Commands

If your deployment has multiple sites, your usual procedures allow you to place your most common calls. That is, to call a user who is at your current site, or to call a user whose home site is the *same* as your current site, simply use normal voice commands—Vocera will find the person for you.

For example, if you want to call Tech Support at your current site, simply say "Call Tech Support." If you are visiting Chicago, and you want to call Remington Peters, whose home site is Chicago, just say "Call Remington Peters." Vocera will find Remington even if he is visiting another site.

You can also use normal voice commands to call a user, group, or address book entry at the global site, if your installation has one. However, if the party you're calling happens to have the same name as a user, group, or address book entry at your local site, Vocera automatically calls the local party. In this situation, you need to connect to the proper site before you issue the command.

To call users, groups, or address book entries at any arbitrary site, you must first explicitly connect to the proper site, and then issue the normal voice command. Explicitly connecting to a site always works, no matter where you or the party you are calling happen to be located, assuming you have permission to call users at remote sites.

Here are some examples of using sites in the "Call" voice command:

Action	Recommended Commands
Calling a user at your current site	Call *April Buckley*.
Calling a user whose home site is the same as your current site	Call *April Buckley*.

Action	Recommended Commands
Calling a user at a remote site or any arbitrary site *	1. Connect to *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Call *April Buckley*.

You can use any voice command after you connect to a site. The connection exists for the current call only. When you end the call, the connection is closed.

Logging In at a Site you are Visiting

If you don't log out when you leave a site, and you bring your logged-in device to a new site, you won't need to log in again. Vocera identifies you as soon as you connect to the local network.

If you log out or get a new device at a site you are visiting, you need to log in when you are on the local network. In this situation, you must connect to your home site and then log in as you usually do.

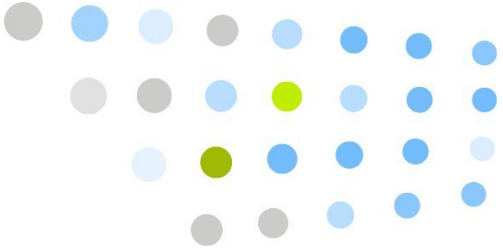
Action	Recommended Commands (Italics indicate an example)
Logging in at a site you are visiting	1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to *Santa Cruz*. 3. Wait for the next log-in prompt, then say or spell your name as usual: *April Buckley*.

When you log in at your home site, you don't need to connect to it. You only need to connect when logging in at a remote site.

Placing a Three-Way Conference Call Between Different Sites

You can use your device to set up a three-way conference call with two other Vocera users at different remote sites. The conference commands that you use are the same that you would use for a normal three-way conference call in which all three users are located at the same site. However, to invite a user at a remote site to a conference, you must connect to the site first.

Action	Recommended Commands (Italics indicate an example)
Placing a three-way conference call between different sites	1. Connect to a remote site: Connect to *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Conference *April Buckley*. 3. After April is connected, press the Hold/DND button to put the call on hold. 4. Connect to another remote site: Connect to *Scotts Valley*. 5. Invite another user to the conference call: Invite *John Smith*.



Commands for Group Managers

Groups provide a way for internal or external callers to communicate with Vocera users based on their roles within an organization.

For example, groups let you call someone who fits a specific role ("Call a sales person"), belongs to a certain department ("Call Accounts Receivable"), or has some other skill or authority that the caller requires ("Call a manager").

Groups also provide a way to broadcast to a specific set of users at the same time ("All cashiers to the front, please") or to leave messages for many users at once ("Send a message to Nurses Assistants").

Some groups have *management capabilities* for other groups. For example, the members of the Charge Nurse group may manage the Code Blue group in a hospital, or members of the Head Cashier group may manage the Cashier group in a retail store.

Group Manager Capabilities

If you are a member of a group with management capabilities, you can:

- Add members to the managed group
- Remove members from the managed group
- Change the scheduling options of the managed group
- Change the forwarding options of the managed group
- Specify a group whose members can add themselves to the managed group

If you have group management capabilities, you can use voice commands to add users to the managed group, remove users from the managed group, and record name prompts for the group. The rest of this chapter discusses these voice commands.

You use the User Console to perform all other management tasks. See the *Vocera User Console Guide* for more information.

Members of a group with management capabilities do not have administration permission. Only a system administrator can create a group, delete it, or assign permissions to it.

Adding and Removing Group Members

As a group manager, you are responsible for maintaining the membership in the group. You can add members to the group and remove them from the group with voice commands.

If the Vocera administrator allows it, Vocera users can also add themselves to a group. See **Joining or Leaving a Group** on page 74 .

The following table shows the commands for adding and removing group members:

Description	Recommended Voice Commands
Add another user to a group	Add *May Hu* to *Technical Support*.
Add yourself to a group	Add me to *Technical Support*.
Remove a user from a group	Remove *May Hu* from *Technical Support*.
Remove yourself from a group	Remove me from *Technical Support*.

Recording Names and Greetings for a Group

The Genie speaks the name of a group or one of its alternate names in the following situations:

- To prompt users who call, send messages, or broadcast to a group.
- To confirm calls, messages, or broadcasts to a group.

To ensure more natural sounding speech, you should record names for the Genie to use. If you do not record names, the Genie attempts to pronounce them by converting the spelling of the group names to spoken words.

To record group names, press the Call button, wait for the Genie to answer, and say "Record names for *group name*." The Genie walks you through the steps for recording the group name and its alternates.

Similarly, the Genie speaks a *greeting* when someone calls the group and no members can accept the call. This greeting can let callers know that they have reached the proper group or give them further information. If a greeting is available, the Genie plays it before automatically asking callers if they want to leave a message. Vocera sends messages left for a group to every member in the group.

For example, a retail store could record a greeting that says, "Thank you for calling Hardware Supplies. Our team members are busy assisting customers right now, but if you leave a message, one of us will call you back as soon as possible."

Greetings can help all callers, but they are especially useful when people who are not Vocera users call into the system with a telephone. These callers may not be familiar with Vocera, and a greeting helps to "break the ice".

Action	**Recommended Commands (Italics indicate an example)**	**Alternative Forms**
Record name prompts for a group	Record names for *Technical Support*.	Record name prompts for *Technical Support*.
Record a greeting for a group	Record greeting for *Technical Support*.	

Sending Text Messages to Vocera Devices

You can send text messages from a Vocera smartphone, your email account, or the User Console to a user or a group. When you send a message to a group, all members of the group receive the message. Recipients can read these short messages on their device displays.

The following sections describe how to send text messages to a Vocera device. You cannot send text messages *from* a Vocera badge, but you can send them from a smartphone. Both Vocera badges and smartphones can *receive* text messages.

For information about reading or playing text messages, see the following topics:

- **Reading Text Messages** on page 56
- **Listening to Messages** on page 53

Sending a Text Message from an Email Program

Before you can send email to Vocera devices, you need to get the following information from your system administrator:

- The email address that is dedicated to the Vocera system. All email messages to Vocera users must be addressed to this email account.
- The user ID of the user to whom you want to send the email (this is often the person's first initial followed by the last name) or the name of the group and its site, if it's not in the Global site.

You must send the email message as plain text. Make sure the email message is not in HTML or RTF format.

The Vocera server logs in to the Vocera system email account at regular intervals (usually every 30 seconds), downloads all the email in the mailbox, and distributes each message to the user or group whose user ID or group name appears on the subject line of the message.

To send a text message to Vocera devices from an email account:

1. In your email program, start a new message.
2. In the **To:** field, enter the email address of the Vocera system.
3. In the **Subject:** field, specify the message recipient using one of the following formats:
   - The user ID of a Vocera user. For example:

     `jbatista`
   - The name of a group, if the group is in the global site. For example

     `I C U Nurses`
   - The name of a group and its site, if the group is in any other site. Specify the group name in brackets, followed by the site name in braces. For example:

     `[I C U Nurses] {West Wing}`
   - With Vocera 4.3 (or later), you can send an urgent text message via email. To send an urgent message, include the string **`**urgent**`** anywhere in the subject, and specify the ID of a Vocera user or a group name in brackets. If the user or group is not in the Global site, also specify the site in braces. For example:

     `[jbatista] **urgent**`

     `[I C U Nurses] {West Wing} **urgent**`
4. In the **message area**, type your message. Be brief, because the message will be limited to 223 characters on B3000 and B2000 badges or smartphones, and 236 characters on a Cisco Unified Wireless IP Phone (7900 series). Additional characters will not be displayed.

   Note: When the recipient views the list of text messages, the entry for an email will show the first thirteen characters of the message.
5. Make sure the email message is formatted as plain text; HTML and RTF formats are not supported.
6. Send the email message in the usual way.

Sending a Text Message from the User Console

The User Console is a Vocera utility that runs in a web browser. See **The User Console** on page 105 for a brief summary of the User Console, or see the *Vocera User Console Guide* for a complete description of its features. Not all organizations allow access to the User Console.

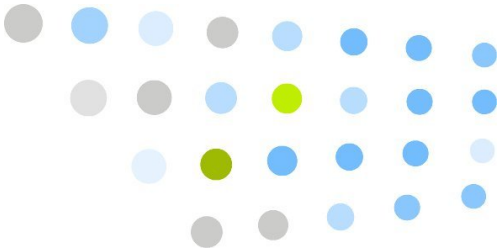
You can send messages from the User Console to a user or to a group. If you send the message to a group, all members of the group receive the message. Recipients can read these short messages on their Vocera device displays.

To send a text message from the User Console:

1. Launch the User Console as described in **The User Console** on page 105.
2. Click the Send Text tab on the navigation bar.

   The Send Text page appears.
3. Click the **Select Recipient** button.

   The Select User or Group dialog box appears, letting you specify the recipients of the message.
4. Choose the users and groups to whom you want to send the message, then click **Finish**.
5. Enter up to 11 characters of text in the **Subject** field.
6. Enter up to 115 characters of text in the **Message** field.
7. Click **Send**.



Using Vocera Access Anywhere

Version: Vocera 4.1 GA or later

If a Vocera telephony server is installed with your system, you can use a standard phone to call the Vocera hunt number to direct the call to any Vocera user, group, or Address Book entry. This chapter describes how to access the Genie from a standard phone and use many of the same voice commands available from a Vocera badge or a smartphone.

Important: The Vocera smartphone provides a Vocera client within a Wi-Fi phone. You can use the Vocera smartphone to call other Vocera users directly without first calling the Vocera hunt number.

Types of Access to the Genie

When you use a phone to call the Vocera hunt number for a site, there are two types of access:

Access Type	Call this Hunt Group Number	Description
Guest Access	Guest Access number	Callers can interact with the Genie to place a call. They are not identified to the called person and cannot issue voice commands. This type of access requires no additional configuration or user licenses, and it is the same type of access that existed prior to Vocera 4.1.

Access Type	Call this Hunt Group Number	Description
Direct Access	Direct Access number (SIP or ISDN PRI only) or Guest Access number. Once connected, press the star (*) key to switch to direct access mode.	Once callers are authenticated, either by Caller ID or by name and password, they have full permission to access the Genie to issue Vocera commands. This type of access requires additional configuration and a Vocera Access Anywhere user license.

Software and Configuration Requirements

To access the Genie from a phone, your Vocera system must meet these software and configuration requirements:

- The Vocera Telephony Solution Software must be installed on your system.
- The Vocera system must have a license key that allows users to access the Genie from a phone.
- To use Caller ID to authenticate users, users must be members of groups that have been granted the following permission:
  - Access Vocera Anywhere Using Caller ID

  Note: Caller ID is supported only when your Vocera system has a digital or IP connection to the PBX, you have selected an ISDN or SIP signaling protocol, and Calling and Called Party Information is enabled on the PBX.
- User profiles must be enabled for Vocera Access Anywhere and must be properly configured with phone numbers or a phone password to allow authentication.

  Only a system administrator can enable your user profile for Vocera Access Anywhere. However, you can use the User Console to set your phone numbers and phone password. For more information, see **The User Console** on page 105.

Starting a Genie Session from a Phone

If your user profile is properly enabled and you have the appropriate permission, you can access the Genie from a phone and use many of the same voice commands that you use from a badge.

When you access the Genie from a phone, you are not logged into the Vocera system. You are simply establishing an authenticated Genie session. You can access the Genie from a phone even when you are currently logged in from a badge.

If Caller ID is not supported on your Vocera system, you can start a Genie session from a phone by calling the Guest Access number of your home site and then pressing star (*).

Note: If you try to start a Genie session from a phone when you do not have permission, the Genie says, "I'm sorry. You need permission to access the Genie from a phone. See your administrator."

To start a Genie session from a phone using Caller ID:

1. Using either your desk phone or cell phone, call the Direct Access number for your home site.
2. You should be automatically authenticated based on your Caller ID. The Genie says, "Good morning, [FirstName]. [Chime] Vocera."

   Note: Depending on your Vocera permissions and the phone you used to make the call, the Genie may prompt for your first and last name, and then prompt for your phone access password.

3. Say any of the supported commands.

   If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no." See **Vocera Access Anywhere Special Keys** on page 101.

To start a Genie session from a phone using your name and password:

1. Using any phone, call the Guest Access number for your home site.

   The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."

2. Press the star (*) key. This causes the Genie to switch to direct access mode.

   The Genie prompts you to say or spell your first and last name.

3. Say or spell your first and last name.

   The Genie prompts you to enter your phone password followed by the pound sign (#).

4. Enter your phone password followed by the pound sign (#).

You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.

5. After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.

   If the Genie asks you a question that requires a yes or no response, you can press the 1 key to answer "yes" or the 2 key to answer "no." See **Vocera Access Anywhere Special Keys** on page 101.

Starting a Genie Session at Another Site

If your Vocera system is a multi-site deployment, you can access the Genie from a phone by calling the Guest Access number of any site. If you are prompted to say your first and last name, use the "Connect to" command to connect to your home site to authenticate yourself. Once the Genie session is established, you can use the "Connect to" command to connect to other sites and make calls, if you have permission. For more information about calling sites, see **Using Sites in Voice Commands** on page 86.

To access the Genie by calling the Guest Access number at another site:

1. Using any phone, call the Guest Access number at another site.

   The Genie says, "Good morning. Say the full name of the person or group you want to reach or enter an extension."

2. Press the star (*) key. This causes the Genie to switch to direct access mode.
3. If the Genie prompts you to say or spell your first and last name, connect to your home site by saying this command:

   Connect to *Site*.

   Note: Replace *Site* with the actual name of your home site.

   The Genie prompts you to say or spell your first and last name.

4. Say or spell your first and last name.

   The Genie prompts you to enter your phone password followed by the pound sign (#).

5. Enter your phone password followed by the pound sign (#).

You must enter the password using the keypad; you cannot say it. The phone password must be between five and 15 characters, and it may contain letters or numbers. If your password contains letters, type the corresponding numeric keys on your phone's keypad. Do not enter your regular Vocera password that you use to log into the User Console.

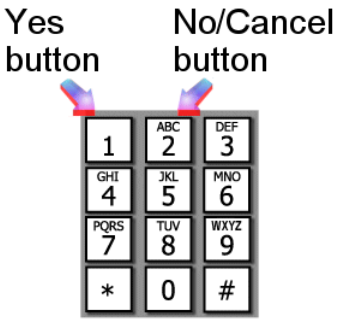
6. After you enter your phone password, you are prompted by the Genie. Say any of the supported commands.

   Note: When you access the Genie from a phone, Vocera is not aware of your location. If you want to call people at other sites, you must first connect to that site.

Vocera Access Anywhere Special Keys

If the Genie requires a yes or no response, you can press 1 for "Yes" or 2 for "No."

You can also press 2 to cancel a command. For example, if you are calling someone and you change your mind, press 2 to cancel the action.



Important: Because Vocera uses the 1 and 2 keys for its functionality, it does not fully support calling Interactive Voice Response (IVR) phone numbers while you are accessing the Genie from a phone.

Announcements for Calls from a Phone

Assuming call announcements have been enabled on the Vocera system (they are enabled by default), the user authentication required to access the Genie from a phone allows the Vocera Server to provide helpful information to the user you are calling.

When you call a user by dialing the Guest Access number, the Genie asks the recipient, "Can you take a call?" However, when you initiate a Genie session from a phone and call a user, the Genie announces your name to the recipient.

Commands Not Supported from a Phone

This section describes the Vocera voice commands that are not supported while you are accessing the Genie from a phone. If you try to use an unsupported command, the Genie will respond, "I'm sorry. The command is available only from a badge."

Category	Command
Log in and out	Log me in as *John Smith* Log me out
Voiceprint	Record my voiceprint Erase my voiceprint
Locate Users and Groups	Where am I? Where is the nearest member of *Tech Support*? Where is the closest member of *Tech Support*? Locate nearest member of *Tech Support*? Locate closest member of *Tech Support*?
Assign Access Points to Locations	Begin tour End tour Assign location
Miscellaneous	Turn Auto Answer on Turn Auto Answer off Turn Announce Through Speaker on Turn Announce Through Speaker off

Other Functionality Not Supported on a Phone

In addition to voice commands that are not supported from a phone, there are other limitations to Vocera functionality when you access the Genie from a phone:

- To receive a call on your phone that would normally be received on your badge, you must have forwarding enabled in your Vocera user profile.
- When you receive a call on your phone you cannot access the Genie to perform Vocera commands, such as transferring the call to another user.
- You cannot receive calls made to a group you belong to even if forwarding is enabled for the group.

- Although you can use a phone to access the Genie to initiate a broadcast, you cannot receive a broadcast on a phone.
- You cannot participate in push-to-talk conference groups. However, you can use voice commands to join or leave a conference, find out what conference you are in, and find out who is in your conference or any conference.
- You cannot initiate an emergency broadcast by pressing the 1 key twice.
- You cannot put your phone in Do Not Disturb mode.
- You can press keys on your phone to send DTMF tones to navigate IVR trees, but the 1 and 2 keys cannot be used for touch tone responses because they are used as Yes and No buttons. You cannot put the phone in touch tone mode to say touch tone responses.

Training the Genie from a Phone

When you access the Genie from a phone, you can train the Genie to recognize the way you say names and commands. For more information about commands you can use to train the Genie from a badge or a phone, see **Training the Genie** on page 46.

Best Practice: If you use a badge more often than a phone to access the Genie, you should use only a badge to train the Genie.

The User Console

The User Console is a browser-based application that you can use to customize your personal information and some of the settings for your badge.

Not all organizations allow access to the User Console. If yours does, the system administrator will give you the URL (Web address) of the User Console, and will either give you login information or will tell you to use the Register button to create your own login information.

User Console Features

The first time you log in to the User Console, you will see the Personal Information page:

Other links allow you to:

- Customize announcement settings for your badge.
- Specify call blocking or call forwarding options (which you can also do with voice commands; see **Blocking and Accepting Calls** on page 78 and **Forwarding Your Calls** on page 70).
- Create Buddies. A buddy is person or group that you can call by a nickname when you give a command to the Genie. In addition to the nickname, which is required to designate someone as a buddy, you can assign a special ring tone and give the buddy VIP status (which allows your buddies to contact you even when you block calls or put the badge in Do Not Disturb mode).

  You can have buddies who are badge users, and you can have Outside Buddies whom you can call from your badge. You can also send voice email to outside buddies from your badge.
- Send text messages to other badge users on your Vocera system. The text message screen looks like this:
- Create, modify, and delete groups. This requires additional permission from the system administrator beyond access to the User Console.

The User Console has online help for each screen, which you can view by clicking the button. Instructions in Adobe Acrobat (.PDF) format are also available from the Documentation tab on the navigation bar.

Maintaining Your Badge

The Vocera badge requires very little maintenance: just recharge the battery when the power gets low, and clean the badge when necessary. The following sections describe how to charge the battery and how to clean the badge.

When to Charge the Battery

You must charge a new battery before you can use it. After that, you must recharge the battery as needed for the badge to operate properly.

There are several easy ways to check whether you need to recharge the battery:

1. On a B2000 badge, the green indicator light on the top of the badge turns red and blinks rapidly. B3000 badges do not have a red indicator light.
2. The battery-level indicator on the badge display shows empty.

3. An alert signal plays at regular intervals.

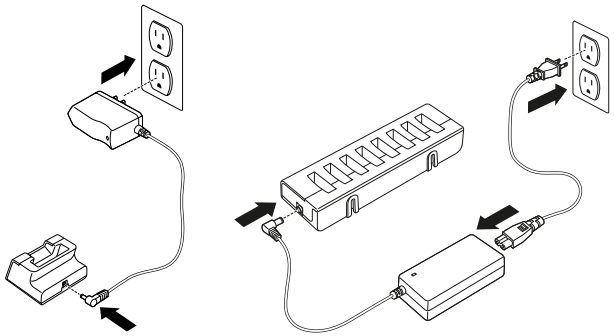
   Note: This signal may be disabled by the system administrator on request.

Preparing the Charger

Important: Before you use a charger, read **Important Safety Instructions** on page 141.

To prepare the charger for use, insert the single-pronged plug into the outlet in the charger, and plug the two-pronged power plug into a 110V or 220V AC outlet depending on the Vocera-supplied power adapter for your country.

Preparing the B3000 Charger

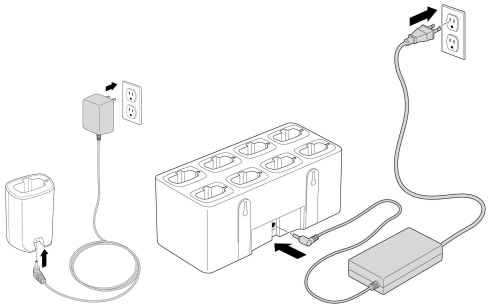


There are two indicator lights on the front of the B3000 charger. The capacity indicator is a blue light, and the charge status indicator is a red or green light. The following table describes the meaning of the indicator lights.

Indicator	Light	Meaning
Capacity (Blue)	Light off -or- Blue light for one second, then off	There is no battery in the charger, the battery is not seated properly, or the battery exceeds 80% capacity.
	Blinking blue	Capacity is between 80 % and 60%. Prepare to replace the battery soon.
	Steady blue	Capacity is less than 60% or the battery is beyond its useful life. If this happens, replace the battery.
Charge Status (Red/Green)	Light off	There is no battery in the charger, or the battery is not seated properly.
	Blinking green	The battery is charging.
	Steady green	The battery is fully charged.
	Blinking red	The battery failed to charge after 4 hours.

Indicator	Light	Meaning
	Steady red	The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, dispose of the original battery and charge a new one.

Preparing the B2000 Charger



The indicator light on the top of the charger for B2000 batteries shows one of the following conditions:

Indicator	Meaning
Light off	There is no battery or badge in the charger, or the battery is not seated properly.
Blinking green	The battery is charging.
Steady green	The battery is fully charged.
Red	The battery is unable to charge, or there is a problem with the charger. If the charger works when you try to charge a different battery, dispose of the original battery and charge a new one.

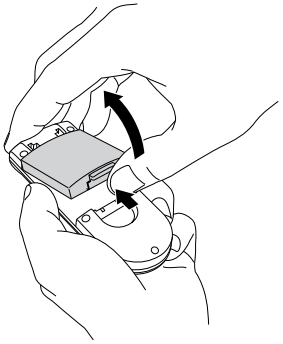
Charging the Battery

Charging the B3000 Battery

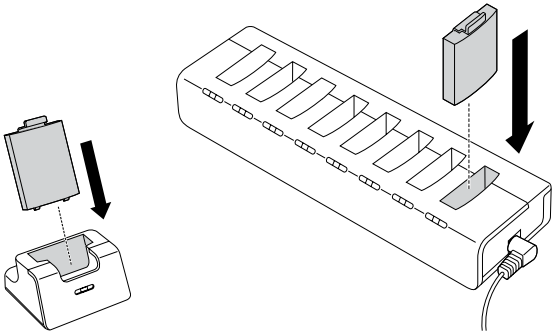
The B3000 battery can only be charged after it has been removed from the badge. It cannot be charged while it is attached to the badge. When you remove the battery, you do not need to remove an attached lanyard or clip from the badge.

To charge the B3000 battery:

1. Use your thumb to press the battery latch and lift it up, and then remove the battery.



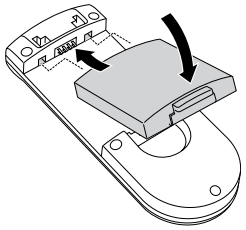
2. Insert the battery into the charger, and press down on the battery until you see the blue indicator light turn on.



If battery capacity exceeds 80%, the blue indicator light will turn off after a second.

The green indicator light on the front of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged. Charging normally takes only a few hours.

3. Remove the battery from the charger.
4. Slide the pegs at the top of the battery into the two holes in the badge's battery compartment.



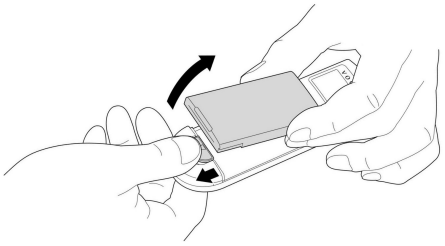
5. Press down gently to seat the battery in the badge.

Charging the B2000 Battery

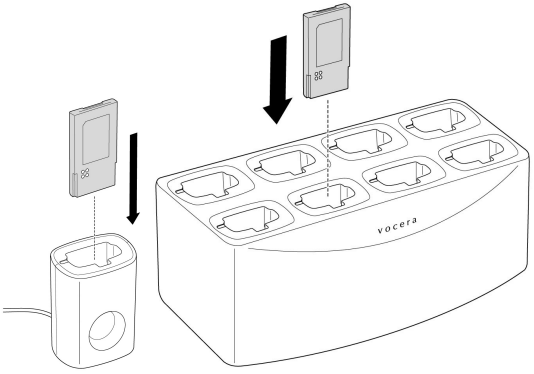
The B2000 battery can be charged with or without the badge.

To charge a B2000 battery without the badge:

1. Slide the battery latch toward the bottom of the badge and remove the battery with your other hand.

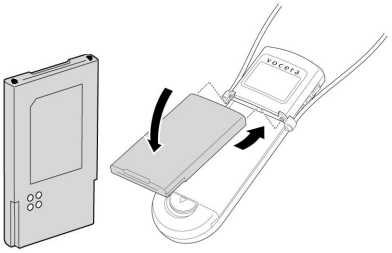


2. Insert the battery into the charger, making sure the battery label points toward the middle of the charger slot.



The green indicator light on the top of the charger will begin to blink when the battery is positioned correctly, and it will continue to blink while the battery is charging. When the indicator glows steadily, the battery is fully charged. Charging normally takes only a few hours.

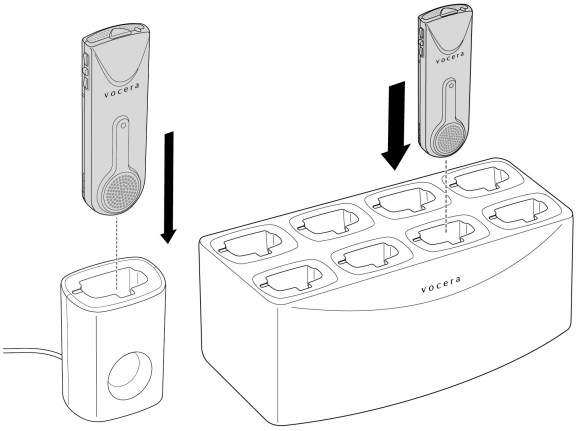
3. Remove the battery from the charger.
4. Slide the holes in the top of the battery over the small pegs in the badge's battery compartment.



5. Press down gently to seat the battery in the badge.

Charging a B2000 Battery With the Badge

You can also insert the entire B2000 badge into the charger, enabling you to charge the battery without removing it. If you have a single-bay charger, this method also allows you to use the badge while the battery is charging:



Note: If you want to use the badge while it is charging, but you find that you are logged out when you put the badge in the charger, contact the system administrator for help.

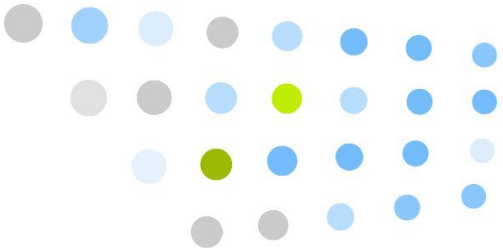
Cleaning the Badge and Accessories

To clean a Vocera badge, battery, universal clip, protective sleeve, and battery charger, use a soft cloth dampened with water, isopropyl alcohol, or a germicidal solution, or use a commercially available cleaning wipe containing only those recommended cleaning agents.

To clean a standard Vocera lanyard, wash it in a commercial washing machine, and then allow it to air dry.

Important:

- Unplug the battery charger before cleaning.
- DO NOT machine-wash the Vocera headset-ready lanyard. Hand-wipe it instead.
- DO NOT use Clorox wipes, strong detergents, or abrasive cleansers to clean the badge. Such cleansers can damage the badge's finish.
- DO NOT pour liquid directly onto the badge or immerse it in water. The badge speaker, microphone, and battery pack are not watertight.
- DO NOT open the badge for any reason. Opening the badge voids all warranties.
- DO NOT attempt to clean a badge that has been dropped into body fluids. Dispose of biohazardous materials properly.



Reference

The following topics provide reference information for Vocera badges and smartphones:

- **Frequently Asked Questions** on page 117
- **Agreements, Specifications, and Notices** on page 121
- **Important Safety Instructions** on page 141
- **Command Reference** on page 151

Frequently Asked Questions

Why does the Genie have trouble understanding me?

If the Genie does not understand you, it may be due to one of the following reasons:

- Is the device close enough to your mouth? For optimal voice recognition, a Vocera badge should be approximately 6 inches (15 cm) from your chin.
- Did you wait for the Genie to answer before giving a command?

  If you press the Call button and begin speaking immediately, your command may not be recognized. You must wait for the Genie to greet you before you give a command. (The Genie will say "Vocera" or will play a tone, or both, depending on your device settings.)
- Did you say a valid command? If so, was the command in the proper format?

  The Genie recognizes specific commands, and these must be in the format *verb-noun*. If you get into the habit of saying the command first, and then giving the details, you will find it very easy to communicate through your Vocera device. Here are a few examples:

  "Call Jim Olsen."

  "Record a greeting."

  "Block all calls"

  "Play old messages."
- Is the problem that the Genie doesn't understand "yes" or "no"?

  Sometimes, when the Genie gives a prompt that requires a "yes" or "no" answer (for example, "Should I save that message?"), the Genie will not "hear" you if you answer too quickly. Try waiting a moment before answering.

  You can also press the Call button to answer "yes," or press the Hold / DND button to answer "no."

- Does the Genie have trouble recognizing a name?

  The Genie will not recognize a name if the person has not been added to the system as a user. Have you ever seen this person use a Vocera device?

  If you are sure you are saying the name of a valid user, make sure you say both the first and last names.

  If you think the Genie doesn't recognize a name because of the way you pronounce it, you can train the Genie to understand you. See **Training the Genie** on page 46 for instructions.

  When you train the Genie, you are prompted to spell the person's name. If the Genie does not recognize the name after you spell it, it may mean that the individual has not been added to the Vocera system. Contact the system administrator for help.

Why is my device chirping or beeping?

The system administrator can program your Vocera device to issue alerts when the device goes out of the range of the wireless network, when the battery is low, when you receive a text message, or when you receive a voice message. To find out why you heard a particular alert tone, check the device display or, if you have a badge, the indicator light on the top of the badge:

- If the B2000 indicator light is flashing red slowly and the badge display shows a low signal strength (see the illustration that follows), it means that your badge is out of the signal range of the wireless network. You will also see the "Searching for Access Points" message on the display.

  If the alert tone starts and stops as you move slightly, it means that you are at a location where the wireless network coverage begins.

- If the B2000 indicator light is flashing red rapidly, and the badge display shows a low battery level, it is time to recharge the battery.

- If the B2000 indicator light is blinking green rapidly, you have unread text messages or unplayed voice messages. Icons on the badge display will show whether the messages are voice or text, or both.

B3000 badges do not have red indicator lights, or lights that blink at different speeds. Instead, the B3000 indicator light either blinks green to indicate power is on or amber to indicate Do Not Disturb mode is on.

The system administrator can disable or enable any of the badge's alert tones, and can choose a setting to turn off alerts when you put the badge in Do Not Disturb mode.

Why does my device beep when I'm talking to someone?

You may be hearing the Call Waiting tone. Check the name that is flashing on the display. If it is not the name of the person to whom you are speaking, it means that someone else is trying to call you. The display is flashing the name of that caller.

- To take the call, press the Call button. Your first call is put on hold, and the second call is connected. To end the second call and return to the original call, press the Call button again.
- To refuse the call, press the Hold / DND (Do Not Disturb) button. The caller will be prompted to leave a message or will be forwarded to someone else, depending on how your forwarding options are set.

If there is not another call waiting, see **Why is my device chirping or beeping?** on page 118 to determine why your device is beeping.

Why does my device display say "Searching for Server"?

First, ask other Vocera users if they are having the same problem. If they are, it means the Vocera server needs to be reset. Contact the system administrator.

If other people are able to use their Vocera devices, try taking the battery out, and then putting it back in. If the device still cannot find the server, contact your system administrator for help.

Why does the Genie ask me to wait when I press Call?

All communications with the Genie go through speech-recognition ports. If the Genie asks you to wait, it means that all of those ports are in use. If you wait a short time, the Genie will prompt you to speak.

Why can't I receive calls or messages?

You may be logged in as a different user. Check the badge display while the badge is idle to see who is actually logged in on that badge. If your name is displayed and you are still unable to receive calls or messages, contact the system administrator for assistance.

Why do some text messages begin with strange characters?

The message was sent in HTML format. Ask the sender to re-send the message in plain text format.

Why does my badge beep and then restart?

If you ignore low-battery signals and alerts long enough, the battery level will get so low that the badge resets. Recharge your battery.

What can I do if badge buttons are not working?

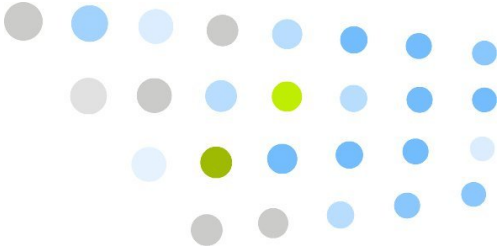
If the badge display is blank and the indicator lights are off, it means you need to recharge the battery.

Occasionally, the badge may need to be reset. If you have an image on the badge display, but none of the buttons respond when you press them, remove the battery and then put it back in again. The badge should work normally after it resets.

How can I stop getting logged out when I charge my badge?

This automatic log off is the result of the settings for your badge on the Vocera server. If you want to use your badge while it is in a single-bay charger, contact the system administrator.

Eight-bay chargers do not have cutouts for the badge speaker, so you cannot use the badge while it is charging in that kind of charger.



Agreements, Specifications, and Notices

This section contains information about third-party software agreements, system specifications, and regulatory notices.

Third-Party Software Agreements

Certain portions of Vocera's product are derived from software licensed to Vocera by the third parties identified at **http://www.vocera.com/legal** under the heading "Communications." All such portions of Vocera's product are subject to the notices and restrictions specified at **http://www.vocera.com/legal**.

System Specifications

This section describes the system specifications for each type of Vocera badge.

System Specifications for B2000

B2000 badge specifications:

Dimensions	4.2 x 1.4 x .6 in. (10.6 x 3.5 x 1.5 cm)
Weight	1.9 oz. (53.9 g) with standard battery pack
LED Indicators	Two indicators: one- and two-color
Display screen	Supports 4 lines of text, 15 characters per line
Controls	Call button
	Hold/Do Not Disturb (DND) button
	Volume and Menu Selection buttons
Headset Support *	2.5 mm headset jack

	* For headset guidelines, go to **www.vocera.com** and log into the Vocera customer portal.

B2000 network specifications:

Network Standard	IEEE 802.11b
	IEEE 802.11g
Frequency Band	2400–2483.5 MHz
Data Rates Supported	1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
	Orthogonal Frequency Division Multiplexing (OFDM)
Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK at 1Mbps
	DQPSK at 2Mbps
	CCK at 5.5 and 11Mbps
	BPSK at 6 and 9Mbps
	QPSK at 12 and 18 Mbps
	16-QAM at 24 and 36 Mbps
	64-QAM at 48 and 54 Mbps
Operating Channels	11 channels (US, Canada), 3 non-overlapping
Roaming	IEEE 802.11b compliant
	IEEE 802.11g compliant
Authentication	WPA-PSK WPA-PEAP EAP-FAST EAP-TLS LEAP

Encryption	64-bit WEP 128-bit WEP TKIP-WPA AES-CCMP

B2000 electrical specifications:

RF Output Power *	+16 dBm maximum
	* Results based on a controlled test environment. See the *Vocera Infrastructure Planning Guide* for network design guidelines.
RF Receive Sensitivity *	–82 dBm at 11 Mbps
	–65 dBm at 54 Mbps
	* Results based on a controlled test environment. See the *Vocera Infrastructure Planning Guide* for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	Unidirectional cardioid response
Speaker Frequency Range	950 Hz to 3.75 KHz
Peak Speaker Loudness	75 dBSpl at 25 cm
Batteries	
Battery Type	Lithium Ion

B2000 environmental specifications:

Operating Specifications	
Temperature Range	32° to 104° F (0° to 40° C)
Humidity Range	5% to 95% relative humidity

Storage Specifications	
Temperature Range	–4° to 104° F (–20° to 40° C)
Humidity Range	5% to 95% relative humidity

System Specifications for B3000

B3000 badge specifications:

Dimensions	3.9 x 1.4 x 0.7 in. (9.8, 3.6, 1.8 cm)
Weight	1.9 oz. (53.5 g), with battery
LED Indicators	Two indicators: green, amber
Display screen	80 x 82 OLED bit-mapped display Supports 5 lines of text, 9-16 characters per line, up to 150 characters per message (font dependent)
Controls	Call button
	Hold/Do Not Disturb (DND) button
	Volume and Menu Selection buttons
Headset Support *	2.5 mm headset jack * For headset guidelines, go to **www.vocera.com** and log into the Vocera customer portal.

B3000 network specifications:

Network Standard	IEEE 802.11b
	IEEE 802.11g
Frequency Band	2400–2483.5 MHz
Data Rates Supported	1, 2, 5.5, 11, 6, 9, 12, 18, 24, 36, 48, 54 Mbps
Wireless Medium	Direct Sequence Spread Spectrum (DSSS)
	Orthogonal Frequency Division Multiplexing (OFDM)

Media Access Protocol	Carrier sense multiple access with collision avoidance (CSMA/CA)
Modulation	DBPSK at 1Mbps
	DQPSK at 2Mbps
	CCK at 5.5 and 11Mbps
	BPSK at 6 and 9Mbps
	QPSK at 12 and 18 Mbps
	16-QAM at 24 and 36 Mbps
	64-QAM at 48 and 54 Mbps
Operating Channels	11 channels (FCC) 13 channels (ETSI)
Roaming	IEEE 802.11b compliant
	IEEE 802.11g compliant
Authentication	PSK PEAP EAP-FAST EAP-TLS LEAP
Encryption	64-bit WEP 128-bit WEP TKIP-WPA AES-CCMP

B3000 electrical specifications:

RF Output Power *	+16 dBm maximum
	* Results based on a controlled test environment. See the *Vocera Infrastructure Planning Guide* for network design guidelines.
RF Receive Sensitivity *	–82 dBm at 11 Mbps
	–65 dBm at 54 Mbps

	* Results based on a controlled test environment. See the *Vocera Infrastructure Planning Guide* for network design guidelines.
Microphone Frequency Range	350 Hz to 3.75 KHz
Microphone Directionality	Quad MEMS Microphone array
Speaker Frequency Range	500 Hz to 3.75 kHz
Peak Speaker Loudness	85 dBSPL at 25 cm
Batteries	
Battery Type	Lithium-ion Polymer
Battery Life	Standard: 3 hours talk time (U-APSD enabled); 45 hours of standby time. Extended: 5 hours of talk time (U-APSD enabled); 60 hours of standby time.

B3000 environmental specifications:

Operating Specifications	
Temperature Range	32° to 104° F (0° to 40° C)
Humidity Range	5% to 95% relative humidity, non-condensing

Storage Specifications	
Temperature Range	–4° to 104° F (–20° to 40° C)
Humidity Range	5% to 95% relative humidity, non-condensing

Drop Specification	1.5 meters onto concrete

Regulatory Notices

For additional details regarding regulatory compliance of the Vocera Communications Badge, go to **www.vocera.com/legal/regulatory.aspx**.

B2000 Regulatory Notices

FCC Compliance for United States Users

FCC Part 15.247

FCC Part 15, Class B Device

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause unwanted operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a commercial or residential installation. There is no guarantee, however, that interference will not occur in any particular installation. If this equipment does cause interference with radio or television reception, the user should try to correct the interference by employing one or more of the following:

- Reorient or relocate the receiving antenna on the affected equipment.
- Increase the separation between the affected equipment and the badge.
- Consult the dealer or an experienced technician for help.

Any changes or modifications to this device not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Specific Absorption Rate (SAR) Exposure Guidelines

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the *Vocera Badge User Guide*, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard, pocket clip, etc.). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in **Getting Started with a Badge** on page 10. The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user's authority to operate the product.

European Union Declaration of Conformity (DoC)

Vocera Communications, Inc., hereby declares that this Wideband Transmission System Radio (Communications Badge B2000), is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Standards:

B2000 Version CE 1588 ⓘ
EN 300-328
EN 301-489-1
EN 301-489-17
IEC 60950
EN 50383
2011/65/EU

Responsible Party:

Responsible Party contact information is available at **www.vocera.com/legal/regulatory.aspx**.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

Notice to Australian and New Zealand Users

The Vocera communications badge meets the requirements for human exposure to electromagnetic radiation outlined in the standard Radiocommunications (Electromagnetic Radiation—Human Exposure) Standard, made under section 162 of the Radiocommunications Act of 1992 and compiled on 1 April 2007.

Notices to New Zealand Users

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

Customers that experience difficulty understanding, or being understood by, the person they are talking to via these Vocera B2000 Communications Badges should report the problem to IBM New Zealand Ltd, the equipment supplier. Do not complain about this product's service quality to the Telecom Fault Service (120). Any work undertaken by Telecom as a result of such a complaint will be charged to the customer owning this Vocera B2000 Communications Badge product.

B3000 Regulatory Notices

FCC Compliance for United States Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Caution: Changes or modifications not expressly approved by Vocera could void the FCC compliance and negate your authority to operate the product.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

French Translation

Conformité aux normes FCC Cet équipement a été testé et trouvé conforme aux limites pour un dispositif numérique de classe B, conformément à la Partie 15 des règlements de la FCC. Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre des fréquences radio et, s'il n'est pas installé et utilisé conformément ment aux instructions du fabricant, peut causer des interferences nuisibles aux communications radio. Rien ne garantit cependant que l'interférence ne se produira pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou de télévision, qui peut être déterminé en comparant et en l'éteignant, l'utilisateur est encouragé à essayer de corriger les interférence par une ou plusieurs des mesures suivantes:

1. Réorienter ou déplacer l'antenne de réception
2. Augmenter la distance entre l'équipement et le récepteur
3. Branchez l'appareil dans une prise sur un circuit différent de celui auquel le récepteur est connecté
4. Consultez votre revendeur ou un technicien radio / TV pour assistance

Précaution : Les changements ou modifications à cet appareil sans expressément approuvée par la partie responsable de conformité pourraient annuler l'autorité de l'utilisateur de faire fonctionner cet équipement.

Son fonctionnement est soumis aux deux conditions suivantes:

1. Ce dispositif ne peut causer des interférences, et
2. Ce dispositif doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement du dispositif.

Specific Absorption Rate (SAR) Exposure Guidelines

THIS BADGE MEETS THE FCC REQUIREMENTS FOR EXPOSURE TO RADIO FREQUENCY ENERGY (SAR).

Your wireless badge is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of a set of comprehensive guidelines that establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure

the safety of all persons, regardless of age and health. The exposure standard for wireless communications devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions, as applicable to this device, specified by the FCC. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurement. Before a badge is available for sale to the public, sample units must be tested by a certified regulatory lab to verify that they do not exceed the limit established by the government-adopted requirement for safe exposure.

USE ONLY APPROVED ACCESSORIES

RF exposure (SAR) tests have been performed on the Vocera badge when it is being worn correctly and used with the approved accessories. The SAR test results show that the badge complies with all FCC exposure requirements. When a properly-oriented badge is operated with the appropriate accessories, as directed in the *Vocera Badge User Guide*, the level of RF exposure is well below the FCC limit of 1.6W/Kg.

Therefore, to ensure compliance with FCC RF exposure guidelines when wearing the Vocera badge, the user should only use Vocera approved accessories (e.g., lanyard or universal clip). Accessories that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

To ensure RF exposure compliance of the badge when using the lanyard, position and maintain the call button, the speaker, and the antenna facing away from the body, as illustrated in **Getting Started with a Badge** on page 10. The badge and lanyard attachment have been designed specifically to maintain proper orientation during normal usage. Additionally, the lanyard clip can be secured to clothing to provide additional stability. Wearing the Vocera badge with the antenna facing the body may result in non-compliance with FCC RF exposure guidelines and must be avoided.

Use only the internal antenna which is part of this product. Any use of unauthorized antennas, any modifications to the supplied antenna, or any use of unauthorized attachments could damage the badge, violate FCC regulations, and void the user's authority to operate the product.

European Union Declaration of Conformity (DoC)

Standards:

B3000 Version CE ⓘ
EN 300-328
EN 301-489-1
EN 301-489-17
EN 60950-1
EN 50383
2011/65/EU

Responsible Party:

Responsible Party contact information is available at **www.vocera.com/legal/regulatory.aspx**.

CE Mark Restrictions:

- United Kingdom: System provider for third-party traffic may require a Wireless Telegraphy and/or Telecommunications Act License.
- France: French regulations require that you do not use this device outdoors.

English

Hereby, Vocera, Inc. declares that all CE Marked Vocera products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Français

Par la présente, Vocera, Inc. déclare que tous les produits Vocera incorporant la fonctionnalité d'Équipement terminal Radio et télécommunications et marqués du symbôle CE sont conformes aux exigences essentielles et autres dispositions pertinentes de la Directive 1999/5/EC.

Български

С настоящата, Vovera, Inc. декларира, че всички изделия на Vocera, маркирани със знака CE, включващи функционалност за терминално оборудване за радио и телекомуникации, съответстват на основните изисквания и на други съответни условия на Директива 1999/5/EC.

Ceština

Společnost Vocera, Inc. tímto prohlašuje, že všechny produkty společnosti Dell se značkou CE, které obsahují rádiová zařízení a telekomunikační koncová zařízení, vyhovují základním požadavkům i ostatním příslušným předpisům směrnice 1999/5/EC.

Dansk

Vocera, Inc. erklærer hermed, at alle CE-mærkede Vocera-produkter, som har indbygget tilslutningsfunktionalitet til radio- og telekommunikation, overholder de obligatoriske krav og andre relevante forudsætninger i Direktiv 1999/5/EU.

Nederlands

Vocera, Inc. verklaart bij deze dat alle Vocera-producten die van een CE-markering zijn voorzien en waar functionaliteit voor radio- en telecommunicatie-terminalapparatuur is ingebouwd, voldoet aan de essentiële vereisten en andere relevante bepalingen van Richtlijn 1999/5/EC.

Eesti keel

Käesolevaga teatab Vocera, Inc, et kõik CE-tähistusega tooted, mis hõlmavad raadio- ja telekommunikatsioonikeskuse seadmete funktsioone, vastavad direktiivi 1999/5/EÜ põhinõuetele ja teistele asjaomastele sätetele.

Suomi

Täten Vocera, Inc. ilmoittaa, että kaikki CE-merkityt radio- ja telealan laitteistojen toiminnallisuuksia sisältävät Vocera-tuotteet ovat direktiivin 1999/5/EY välttämättömien vaatimusten ja muiden relevanttien säännösten mukaisia.

Deutsch

Hiermit versichert Vocera, Inc., dass alle mit einem CE-Zeichen versehenen Vocera-Produkte, die Funktionalität von Radio und Telecoms Terminal-Geräten einbeziehen, die notwendigen Voraussetzungen und andere wichtige Bereitstellungen der Richtlinien 1999/5/EC erfüllen.

Ελληνικά

Δια του παρόντος η Vocera, Inc. δηλώνει ότι όλα τα προϊόντα της Vocera με τη σήμανση CE συμπερ. ραδιοεξοπλισμού και τηλεπικοινωνιακού τερματικού εξοπλισμού συμμορφώνεται με τις απαραίτητες απαιτήσεις και τις λοιπές σχετικές διατάξεις της Οδηγίας 1999/5/ΕΚ.

Magyar

Ezennel a Vocera, Inc. kijelenti, hogy az összes rádió és telekommunikációs egységeket tartalmazó CE jelzésű Vocera termék megfelel az 1999/5/EC szabvány és más vonatkozó előírás követelményeinek.

Português

Por meio deste, a Vocera, Inc. declara que todos os produtos Vocera com a marca CE que incorporar a funcionalidade de equipamentos terminais de rádio e telecomunicações cumprem os requisitos essenciais e outras provisões relevantes da directiva 1999/5/EC.

Italiano

Con la presente, Vocera, Inc. dichiara che tutti i prodotti Vocera con marchio CE che incorporano la funzionalità delle apparecchiature radio e delle apparecchiature terminali di telecomunicazione (R&TTE, Radio and Telecoms Terminal Equipment), sono conformi ai requisiti essenziali e ad altre importanti disposizioni della Direttiva 1999/5/CE.

Latviešu Valoda

Ar šo Vocera, Inc. apliecina, ka visi Vocera produkti, kam ir CE marķējums, ieskaitot radio iekārtu un telekomunikāciju gala iekārtu darbību, atbilst direktīvas 1999/5/EC pamatprasībām un citiem ar to saistītiem nosacījumiem.

Lietuvių kalba

„Vocera, Inc.“ pareiđkia, kad visi „CE“ paţymëti „Vocera“ produktai su „Radio and Telecoms Terminal Equipment“ funkcijomis atitinka svarbiausius ir kitus susijusius 1999/5/EC direktyvos reikalavimus.

Malti

Hawnhekk, Vocera, Inc. tiddikjara li l-prodotti kollha Vocera Immarkati b’CE li jinkorporaw il-funzjonalità tat-Tagħmir Terminali tar-Radju u tat-Telekomunikazzjonijiet, huma konformi mal-ħtiġijiet essenzjali u provvedimenti rilevanti oħrajn ta’ Direttiva 1999/5/KE.

Polski

Niniejszym Vocera Inc. oświadcza, że wszystkie produkty oznaczone znakiem CE, zawierające radiowe i telekomunikacyjne urządzenia końcowe są zgodne z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.

Română

Vocera, Inc. declară, prin prezenta, că toate produsele Vocera marcate CE, care au integrată funcționalitatea de echipament terminal radio şi de telecomunicații sunt conforme cu cerințele principale şi cu alte dispoziții relevante ale directivei 1999/5/CE.

Slovenčina

Spol. Vocera, Inc. týmto vyhlasuje, že všetky produkty Vocera so značkou CE, ktoré obsahujú funkčnosť rádiových a telekomunikačných koncových zariadení, sú v súlade s hlavnými požiadavkami a inými príslušnými ustanoveniami smernice 1999/5/ES.

Slovenščina

S tem družba Vocera, Inc. izjavlja, da so vsi izdelki Vocera z oznako CE, ki vsebujejo funkcionalnost radijske in telekomunikacijske terminalne opreme, v skladu z bistvenimi zahtevami in drugimi primernimi odločbami direktive 1999/5/EC.

Español

Por la presente, Vocera, Inc. declara que todos los productos Vocera con la marca CE que incluyen la funcionalidad Equipos radioeléctricos y equipos terminales de telecomunicación cumplen con los requisitos esenciales y otras provisiones relevantes de la Directiva 1999/5/CE.

Svenska

Härmed försäkrar Vocera, Inc. att alla CE-märkta produkter från Vocera som innehåller radio- och teleterminalsfunktionalitet är i överensstämmelse med erforderliga föreskrifter och andra relevanta bestämmelser i direktiv 1999/5/EC.

Türkçe

Sonuç olarak, Vocera, Inc., CE ile Damgalı Vocera ürünlerin bünyesine dahil edilen Radyo ve Telekomların Terminal Araç fonksiyonelliklerin, 1999/5/EC direktiflerinin esas koşulları ve hükümlerine uygun olduğunu beyan eder.

Notice to Canada Users

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

Cet équipement est conforme à l'exposition aux rayonnements IC RSS-102 des limitesdéfinies pour un environnement non contrôlé.

Notice: The Industry Canada regulations provide that changes or modifications not expressly approved by Vocera, Inc. could void your authority to operate this equipment.

Avis: Dans le cadre des réglementations d'Industry Canada, vos droits d'utilisation de cet équipement peuvent être annulés si des changements ou modifications non expressément approuvés par Dell Inc. y sont apportés.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Canada Safety Code 6 Guidelines for Exposure to Radio Waves

THIS DEVICE MEETS HEALTH CANADA SAFETY CODE 6 GUIDELINES FOR EXPOSURE TO RADIO WAVES.

CET APPAREIL EST CONFORME AUX DIRECTIVES DU CODE 6 DE SÉCURITÉ DE LA SANTÉ CANADA POUR L'EXPOSITION AUX ONDES RADIO.

Your B3000 device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by Health Canada and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Votre appareil B3000 est un émetteur-récepteur radio. Il est conçu pour ne pas dépasser les limites d'exposition aux ondes radio (champs électromagnétiques de fréquence radio) recommandées par les directives internationales. Les lignes directrices ont été élaborées par Santé Canada et comprennent une marge de sécurité importante destinée à assurer la sécurité de toutes les personnes, indépendamment de l'âge et de la santé.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for radio devices is 1.6W/kg.

Les lignes directrices pour l'exposition aux ondes radio utilisent une unité de mesure appelée Débit d'Absorption Spécifique, ou DAS. La limite DAS pour les appareils radio est 1,6W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

Les tests de DAS sont effectués en utilisant des positions standards de fonctionnement quand l'appareil fonctionne à son niveau de puissance maximum certifié dans toutes les bandes de fréquences testées.

During use, the actual SAR value for this device may be well below the value stated above. In general, the lower the power output by the device, the lower its SAR value.

En cours d'utilisation, la valeur de DAS réel de ce dispositif peut être bien inférieur à la valeur indiquée cidessus. En général, plus la puissance de sortie par le dispositif, plus sa valeur DAS.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They recommend that if you are interested in further reducing your exposure then you can easily do so by limiting your usage or simply using a handsfree kit to keep the device away from the head and body.

L'Organisation mondiale de la Santé (OMS) a déclaré que l'information scientifique actuelle n'indique pas la nécessité de prendre des précautions particulières pour l'utilisation de dispositifs radio. Ils recommandent que si vous êtes intéressé à réduire encore davantage votre exposition, vous pouvez facilement le faire en limitant votre consommation ou tout simplement en utilisant un kit mains-libres pour maintenir le dispositif éloigné de la tête et du corps.

IC RSS-Gen, Sec. 7.1.3

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Notice to Australia and New Zealand Users

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS CISPR22: 2009 (Class B) set out by the Australian Communications and Media Authority and Radio Spectrum Management Agency.

New Zealand telecommunication statement (for products fitted with Telepermit approved modems):

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom `111' Emergency Service.

Important: Under power failure conditions, this telephone may not operate. Make sure that a separate telephone, not dependent on local power, is available for emergency use.

Some parameters required for compliance with Telecom's Telepermit requirements are dependent on the equipment (PC) associated with this device. The associated equipment shall be set to operate within the following limits for compliance with Telecom's specifications:

a. There shall be no more than 10 calls to the same number within any 30-minute period for any single manual call initiation, and

b. The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next attempt.

The equipment shall be set to make sure that automatic calls to different numbers are spaced such that there is no less than 5 seconds between the end of one call attempt and the beginning of another.

The equipment shall be set to make sure that calls are answered between 3 and 30 seconds of receipt of ringing.

Notice to Singapore Users

Complies with
IDA Standards
DA101094

Notice to Brazil Users

Important Safety Instructions

The Vocera badge (including its battery component) and the Vocera battery charger are electronic devices. Care appropriate to the use of any electronic device must be taken in using the badge and the battery charger in order to minimize the possibility of injury (e.g., from shock) and damage (e.g., from fire).

In addition, the Vocera badge is a wireless communication device that works by generating radio frequency (RF) signals. These signals, although generally lower in strength than a typical cellular telephone, can interfere with other electronic devices that are not appropriately shielded against RF signals. If the Vocera badge will be used in proximity to sensitive electronic devices for which interference could result in serious consequences, you must consult with the manufacturer of any such device in order to determine whether the Vocera badge can be safely operated in proximity to such device.

In order to ensure comfortable use of the badge and to avoid possible damage to hearing, do not bring the speaker within close proximity of the ear while the badge is powered on.

References below to the "badge" refer to the Vocera badge, including its battery component, while references to the "product" refer to the badge and the Vocera battery charger.

In addition to other basic safety precautions appropriate to the use of wireless electronic devices, follow the safety and use instructions set forth below.

Warning Definition

Warning: This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

Waarschuwing: Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen.

Varoitus: Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista.

Attention: Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents.

Warnung: Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt.

Avvertenza: Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti.

Advarsel: Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du vare oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker.

Aviso: Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes.

¡Advertencia! Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes.

Varning! Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador.

Badge and Battery Charger Safety

1. MAKE SURE YOU READ, UNDERSTAND, AND FOLLOW ALL WARNINGS AND INSTRUCTIONS IN THE PRODUCT DOCUMENTATION AND ON THE PRODUCT ITSELF.
2. A damaged battery may pose a risk of personal injury. Damage may include impact or shock that dents or punctures the battery, exposure to a flame, or other deformation. Do not disassemble the battery. Handle a damaged or leaking battery pack with extreme care. If the battery is damaged, electrolyte may leak from the cells or fire may result which may cause personal injury.

   Une batterie endommagée peut présenter un risque de blessures corporelles. Les dégâts peuvent résulter d'impacts ou de chocs provoquant des bosses ou des perforations de la batterie, de l'exposition au feu ou d'autres déformations. Ne démontez pas la batterie. Manipulez les batteries endommagées ou percées avec d'extrêmes précautions. Si une batterie est endommagée, de l'électrolyte peut s'échapper des cellules ou la batterie peut prendre feu, ce qui risque de provoquer des blessures corporelles.
3. Keep the battery away from children.

   Conservez la batterie hors de portée des enfants.
4. Do not expose (store or place) your badge or battery pack to a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 65ºC (149ºF). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.

N'exposez pas (ni ne rangez ou laissez) votre ordinateur ou batterie près d'une source de chaleur, telle qu'un radiateur, une cheminée, un poêle, un chauffage électrique ou tout autre appareil générateur de chaleur et ne l'exposez pas à des températures supérieures à 65 °C (149 °F). Lorsque les batteries atteignent une temperature excessive, les cellules de la batterie peuvent imploser ou exploser, représentant alors un risque d'incendie.

5. Do not carry a battery pack in your pocket, purse, or other container where metal objects (such as keys) could short-circuit the battery terminals. The resulting excessive current flow can lead to extremely high temperatures and may cause damage to the battery pack or surrounding materials, or personal injury, such as burns.

   Ne transportez pas de batterie dans votre poche, sac à main ou autre conteneur où des objets métalliques (comme des clés) pourraient court-circuiter les bornes de la batterie. L'excès de courant qui en résulterait pourrait entraîner des températures extrêmement élevées et endommager la batterie, ou les matériels à proximité, ou provoquer des blessures comme des brûlures.

6. Do not put anything other than a Vocera badge or Vocera battery into a Vocera charger slot, as other objects may touch dangerous voltage points or may short out parts, both of which conditions could result in fire or electric shock.

   Important: The B3000 badge cannot be placed into the charger.

7. Do not place the product on an unstable surface, as the product may fall and suffer serious damage.
8. Do not operate the charger in a cabinet or other enclosure unless proper ventilation is provided.
9. Do not position the badge or battery charger near any source of water such as a sink, wash bowl, or toilet. Do not spill liquid of any kind on the product, as doing so may short out parts, causing damage to the product and creating the risk of fire or electric shock.
10. Take the badge or charger to a qualified service provider in these circumstances:
    - If liquid has been spilled onto the badge or charger, or if rain or water has touched the badge or charger.
    - If the badge or charger does not operate normally after you follow the operating instructions.
    - If the badge or charger has been dropped or damaged.

- If the badge or charger exhibits a distinct degradation in performance.
- If the power cord or plug on the charger is damaged or frayed.

11. Unplug the charger from the wall outlet before cleaning. To clean or disinfect the badge and charger, wipe with a cloth dampened with germicidal solution or isopropyl alcohol. Use of any other cleaners may damage the badge and void your warranty.
12. Use the battery charger indoors only.
13. Do not allow anything to rest on the charger's power cord. Do not locate the charger where the cord may be damaged or where the cord may cause someone to trip. Keep the power cord away from operating machinery.
14. Do not overload outlets or extension cords, because this may cause a fire or electrical shock.
15. Operate the charger only with a Vocera-approved power adapter.

    Utilisez le chargeur seulement avec un adaptateur de puissance approuvé par Vocera.
16. Use only the batteries supplied with the product or Vocera-approved replacements.
17. Do not use the battery to power any device other than the Vocera badge it is designed for.
18. Charge the battery only in its Vocera charger and according to the instructions in the *Vocera Badge User Guide*. These instructions are also included with the charger.
19. In limited circumstances, the badge may power off without any prior low battery warning or indication.
20. Do not charge the battery in a place where static electricity is generated or let the battery touch any object that is statically charged.
21. The battery can be stored at temperatures between –4° F and 104° F (between –20° C and 40° C), and can be charged or operated at temperatures between 32° F and 104° F (between 0° C and 40° C).
22. Do not put the battery into a microwave oven, conventional oven, dryer, or high-pressure container, or dispose of the battery in a fire. If you do so, the battery might explode.
23. Do not open or puncture the battery or subject the battery to strong physical shock.
24. Stop using the battery if it exhibits abnormal heat, odor, color, deformation, or is in an abnormal condition.

25. If you detect leakage or a foul odor, it is especially important to keep the battery away from fire. If battery liquid leaks onto your skin or clothes, immediately wash well with clean water. If liquid leaking from the battery gets into your eyes, do not rub your eyes. Instead, immediately rinse your eyes well with clean water, and consult a doctor.
26. If the contact points on a B3000 battery or a B3000 badge are damaged, the badge screen may display the following error: "Battery Communication Error." If this happens, do the following to determine whether the battery or badge is damaged:
    - Try using the battery in question on other badges that are working properly. If the "Battery Communication Error" message always appears on other badges, the battery is damaged and must be replaced.
    - Try using the badge in question with other batteries that are working properly. If the "Battery Communication Error" message always appears, the badge is damaged and must be replaced.
27. Handle batteries with care to avoid shorting the battery with conducting materials, such as rings, bracelets, and keys. If the battery shorts, it may overheat and burn you.
28. **Battery Disposal:** Dispose of used batteries properly. After Vocera batteries have reached the end of their useful life, we recommend recycling them at a recycling center in your community or by sending them to Vocera (or a designated Vocera partner for your locale) for an earth-friendly disposal. For Vocera recycling policy and instructions, search for "recycling" in Vocera Technical Support Portal Content. If you choose to dispose of batteries yourself, consult the regulations that are in force in your locale.
29. When recycling or discarding the battery, make it non-conductive by applying vinyl tape to the terminals. On B2000 batteries, apply tape to the edges of the battery, at the sides. On B3000 batteries, apply tape to the top edge.

FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GUARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Important Information About Use in Certain Areas

1. Turn your badge OFF in facilities when any posted notices instruct you to turn off all devices that emit a radio frequency. To turn the badge OFF, depress the Hold/DND button for 5 seconds or remove the battery. If the rules of your facility limit use of RF-emitting devices in certain areas, you must familiarize yourself with these rules and follow them strictly.
2. If you have any reason to suspect that the badge is interfering with sensitive equipment, turn the badge OFF immediately.
3. Turn your badge OFF and do not use the charger when you are in any area with potentially explosive materials in the atmosphere. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with potentially explosive atmospheres include: fueling areas; transfer or storage facilities for fuel or chemicals; facilities with equipment using liquefied petroleum gas, such as propane or butane; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

FAILURE TO FOLLOW THE FOREGOING INSTRUCTIONS COULD RESULT IN (A) DAMAGE TO EQUIPMENT, VOIDING YOUR WARRANTY AND/OR (B) PROPERTY DAMAGE AND/OR SERIOUS PERSONAL INJURY, INCLUDING DEATH.

ATTENTION: SI LES INSTRUCTIONS CI-DESSOUS NE SONT PAS SUIVIES, VOUS VOUS EXPOSEZ AUX RISQUES SUIVANTS: A) DOMMAGE À L'ÉQUIPEMENT, ANNULANT VOTRE GUARANTIE, B) DOMMAGES À LA PROPRIÉTÉ ET/OU RISQUES DE BLESSURES SÉRIEUSES, INCLUANT PERTE DE VIE.

Additional Instructions for B3000 Battery Safety

CAUTION: Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Vocera that is designed to work with your B3000. Do not use a battery from other devices with your B3000. Dispose of used batteries properly. See Battery Disposal in this document.

PRÉCAUTION : L'utilisation d'une batterie non compatible peut accroître le risque d'incendie ou d'explosion. Remplacez la batterie uniquement par une batterie compatible achetée auprès de Vocera, conçue pour fonctionner avec votre Vocera B3000. N'utilisez pas de batterie provenant d'un autre périphériques. Évacuez les batteries usagées conformément à la réglementation. Reportez-vous à la section Mise au rebut de la batterie de ce document.

Product Disposal Warning

Warning: Ultimate disposal of this product should be handled according to all national laws and regulations.

Waarschuwing: Dit produkt dient volgens alle landelijke wetten en voorschriften te worden afgedankt.

Varoitus: Tämän tuotteen lopullisesta hävittämisestä tulee huolehtia kaikkia valtakunnallisia lakeja ja säännöksiä noudattaen.

Attention: La mise au rebut définitive de ce produit doit être effectuée conformément à toutes les lois et réglementations en vigueur.

Warnung: Dieses Produkt muß den geltenden Gesetzen und Vorschriften entsprechend entsorgt werden.

Avvertenza: L'eliminazione finale di questo prodotto deve essere eseguita osservando le normative italiane vigenti in materia.

Advarsel: Endelig disponering av dette produktet må skje i henhold til nasjonale lover og forskrifter.

Aviso: A descartagem final deste produto deverá ser efectuada de acordo com os regulamentos e a legislação nacional.

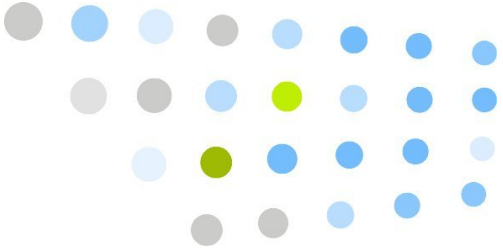
Advertencia: El desecho final de este producto debe realizarse según todas las leyes y regulaciones nacionales.

Varning: Slutlig kassering av denna produkt bör skötas i enlighet med landets alla lagar och föreskrifter.

National Safety Statement of Compliance – CE Marking

EN 60950 Statement:

This is to certify that the Vocera B3000 chassis and components installed within the chassis are in compliance with the requirements of EN 60950 in accordance with the Low Voltage Directive. Additional national differences for all European Union countries have been evaluated for compliance. Some components installed within the Vocera B3000 chassis may use a nickel-metal hydride (NiMH) and/or lithium-ion battery. The NiMH and lithium-ion batteries are long-life batteries, and it is very possible that you will never need to replace them. However, should you need to replace them, refer to the individual component manual for directions on replacement and disposal of the battery.



Command Reference

In the following list, commands marked with an asterisk (*) either require a permission from your system administrator or require that Vocera is integrated with your phone system.

All commands are supported in Vocera 4.0 or later unless otherwise indicated.

Summon and Dismiss the Genie

Action	Recommended Commands
Summon the Genie	Press the Call button. Wait for the Genie to answer.
Dismiss the Genie	Cancel (or press the Hold/DND button).

Log In and Log Out

Action	Recommended Commands
Log in	Press the Call button, and then say your first and last name when prompted.
Log out	Log me out.
Find out who is logged in to your device	Who am I?
Listen to the welcome tutorial	Play Welcome Tutorial.

Action	Recommended Commands
Log in at a site you are visiting	1. Press the Call button, then wait to hear the log-in prompt. 2. Connect to your home site as follows: Connect to *Santa Cruz*. 3. Wait for the next log-in prompt, then say or spell your name as usual: *April Buckley*.

Record Your Name, Greeting, and Voiceprint

Action	Recommended Commands
Record your name	Record my name.
Record your greeting	Record my greeting.
Play your greeting	Play my greeting.
Erase your greeting	Erase my greeting.
Record your voiceprint	Record my voiceprint. *
Erase your voiceprint	Erase my voiceprint. *

Call a User or Group Member

Action	Recommended Commands
Call another user	Call *John Smith*.
Call a group member	Call *Tech Support*.
Place an urgent call	Urgently call *John Smith*. *
Call a user with a department name	Call *John Smith* in *Hardware*.
Call a user with a first name and department	Call *Sue* in *Hardware*.

Dial a Telephone Number

Action	Recommended Commands
Dial an extension	Dial extension **3145**. *
Dial an outside phone number	Dial an outside number. *
Redial the last phone number you called	Redial number. *

Broadcast to a Group

Action	Recommended Commands
Initiate a broadcast to a group	Broadcast to *Tech Support*.
Initiate an urgent broadcast to a group	Urgently broadcast to *Tech Support*. *
Initiate an urgent broadcast to the emergency broadcast group	Double-click the Call button.
Cancel a broadcast	Press the Call button while listening to the broadcast.
Reply to everyone	1. Press and hold the Call button before the broadcast ends. • When it is OK to talk, the device plays a chime. • If somebody else has already started to reply, you hear a warning sound. 2. Begin speaking. Everyone in the broadcast group hears you immediately. 3. When finished, release the Call button. Everyone in the broadcast group hears a chime, letting them know they can now reply.

Forward a Call

Action	Recommended Commands
Forward your calls	Forward my calls to my desk phone. * Forward my calls to my cell phone. * Forward my calls to my home phone. * Forward my calls to voice mail. * Forward my calls to extension *3245*. * Forward my calls to an outside number. * Forward my calls to another number. * Forward my calls to *Tech Support*. Forward my calls to *John Smith*. Stop forwarding.
When asked **which** calls to forward, answer:	All. Unanswered. Offline.

Transfer a Call

Action	Recommended Commands
Transfer a call to a badge	Transfer to Mary Smith. Transfer to *Tech Support.*
Transfer a call to a desk extension	Transfer to extension *2457.* *

Use Instant Conferences

Action	Recommended Commands
Join a conference	Join the conference for **Managers.** *
Leave a conference	Leave the conference for **Cashiers.** *

Action	Recommended Commands
Start conferencing or reply (when you are in a conference)	1. Press and hold the Call button. • When it is OK to talk, the badge plays a chime. • If somebody else in the conference has already started to speak, you hear a warning sound. 2. Begin speaking. Everyone in the conference hears you immediately. 3. When finished, release the Call button. Everyone in the conference hears a chime, letting them know they can now reply.
Find out what conference you are in	What conference am I in?
Find out who is in your conference	Who is in my conference?
Find out who is in any conference	Who is in the conference for *Intensive Care*?

Send and Receive Numeric Pages

Action	Recommended Commands	Version
Send a numeric page to a Vocera user, buddy, or address book entry	Send a page to *Tom Mailer.* * Send a page to *Tech Support.* *	
Send a numeric page to a Vocera group	Send a page to *Tech Support.* *	Vocera 4.1 GA or later
Send a numeric page to any arbitrary pager number	Dial a pager number. *	
Allow badge users to send you numeric pages *	Enable pages. *	

Action	Recommended Commands	Version
Stop receiving numeric pages from badge users *	Disable pages. *	

Block and Accept Calls

Action	Recommended Commands
Block calls	Block all calls. * Block all calls from *John Smith*. * Block all calls except from *John Smith*. * Block all calls except from *Tech Support*. *
Accept calls	Accept all calls. * Accept all calls from *John Smith*. * Accept all calls except from *John Smith*. * Accept all calls except from *Tech Support*. *
Find out who is currently blocked from calling your badge	Who is blocked?

Send Messages

Action	Recommended Commands
Send a message	Record a message for *John Smith*. Record an urgent message for *Tech Support*.
Send an e-mail with a voice attachment	Record an email for *John Smith*. Record an email for *Tech Support*.

Play Messages

Action	Recommended Commands
Play new voice messages	Play messages. Play messages from *John Smith*. Play messages from *Marketing*.

Action	Recommended Commands
Play new text messages	Play text messages.
Play old (previously played) voice messages	Play old messages. Play old messages from *John Smith.* Play old messages from *Marketing.*
Play old (previously played) text messages	Play old text messages.
Delete voice messages, played or not	Delete all messages. Delete messages from *John Smith.*
Delete text messages, played or not	Delete all text messages. Delete all text messages from *John Smith.*
Find out who called or left a message while you were unavailable (if you have Missed Call Notification turned off)	Who called?
Issue commands while playing a message. (Press the Call button before saying the command.)	Delete. Save. Next. Repeat. Time. Date. Cancel.

Locate Users and Groups

Action	Recommended Commands
Find out what location you are closest to	Where am I? *
Locate another user	Where is John Smith? *
Locate the nearest member of a group	Where is the nearest member of *Tech Support?* * Where is the closest member of *Tech Support?* * Locate nearest member of *Tech Support?* * Locate closest member of *Tech Support?* *

Action	Recommended Commands
Find a member of a group close to a given location	Locate members of *Tech Support* close to The First Floor. *

Work With Your Groups

Action	Recommended Commands	Version
Find out what groups you belong to.	What groups am I in?	
Find out who belongs to a group.	Who is a member of *Code Blue*?	
Add yourself to a group	Add me to *Code Blue.* *	
Add yourself to multiple groups *	Add me to multiple groups. *Each time you hear a tone, say the name of a group to which you want to be added. When you are finished, press the Call button.*	Vocera 4.1 GA or later
Remove yourself from a group	Remove me from *Code Blue.* *	
Remove yourself from multiple groups *	Remove me from multiple groups. *Each time you hear a tone, say the name of a group from which you want to be removed. When you are finished, press the Call button.*	Vocera 4.1 GA or later

Manage Groups

Action	Recommended Commands
Add a member to a group	Add *Lynn Faulkner* to *Code Blue.* *
Remove a member from a group	Remove *Lynn Faulkner* from *Code Blue.* *
Record a name prompt for a group	Record name for **Code Blue.** *

Action	Recommended Commands
Record a greeting for a group	Record greeting for **Technical Support**. *

Place a Three-Way Conference Call

Action	Recommended Commands
Initiate a three-way conference call	Conference *James Madison* and *Mary Lamb.*
Add another party to a call (unsupervised method)	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Invite *Robin Hood.*
Add another party to a call (supervised method)	1. Press the Hold/DND button to put your call on hold. 2. Press the Call button to summon the Genie and say: Call *Robin Hood.* Your badge connects to the new party. 3. After speaking with the new party, press the Hold/DND button. When the Genie asks if you want to conference the parties, do either or the following: • Answer " Yes " to create a three-way conference call between you and the other two parties. • Answer " No " to place the new party on hold while you speak with the original caller.
Switch between an active call and a call on hold	Press the Hold/DND button.
End a conversation and return to the other party	Press the Call button while talking to the person you want to disconnect.
Initiate an urgent three-way conference call	Urgently conference *John Smith* and Mary Jones. *
Urgently add another party to an ongoing call	Press the Hold/DND button to put your call on hold. Press the Call button to summon the Genie and say either of the following: • Urgently invite *Robin Hood.* * • Urgently call *Robin Hood.* *

Action	Recommended Commands
Placing a three-way conference call between different sites	1. Connect to a remote site: Connect to *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Conference *April Buckley*. 3. After April is connected, press the Hold/DND button to put the call on hold. 4. Connect to another remote site: Connect to *Scotts Valley*. 5. Invite another user to the conference call: Invite *John Smith*.

Work with Sites

Action	Recommended Commands
Call a user at your current site	Call *April Buckley.*
Call a user whose home site is the same as your current site	Call *April Buckley.*
Call a user at a remote site or any arbitrary site	1. Connect to *Santa Cruz*. 2. Wait for the next Genie prompt, then say: Call *April Buckley*.

Care Transition

Action	Recommended Voice Commands	Version
Start a Care Transition session.	Access Care Transition.	Vocera 4.3 GA or later
Record a shift change report.	Record shift report. Record shift change report. Record shift report with *User*.	Vocera 4.3 GA or later

Action	Recommended Voice Commands	Version
Play a shift change report.	Play shift report. Play shift change report.	Vocera 4.3 GA or later
Record a transfer report.	Record transfer report.	Vocera 4.3 GA or later
Play a transfer report.	Play transfer report.	Vocera 4.3 GA or later
Record a charge report.	Record charge report. Record charge report with *User*.	Vocera 4.3 GA or later
Play a charge report.	Play charge report.	Vocera 4.3 GA or later

Dictation

Action	Recommended Voice Commands	Version
Start recording a dictation session	Start dictation. * For more information about using the badge to record a dictation session, see the *Vocera Dictation User Guide*.	Vocera 4.1 GA or later

Getting Help

Action	Recommended Voice Commands	Version
Get help	Help.	Vocera 4.1 GA or later

Note: If your system does not have a custom Help prompt, when a Vocera user says the "Help" command the system uses the standard Help prompt: "No help is currently available."

Miscellaneous

Action	Recommended Commands
Find out the time and date	What time is it?
Train the Genie to recognize the way you say a name	Learn a name. Learn a group name. Learn an address book name. Learn a location name.
Unlearn the training	Unlearn a name. Unlearn a group name. Unlearn an address book name. Unlearn a location name.
Train the Genie to recognize the way you say common commands	Learn commands.
Train the Genie to recognize the way you say other commands	Learn more commands.
Delete all your learned commands	Unlearn commands.
Connect incoming calls immediately	Turn Auto Answer on.
Ask before connecting incoming calls	Turn Auto Answer off.
Play announcements through badge speaker when headset plugged in	Turn announce through speaker on.
Play announcements through headset when headset plugged in	Turn announce through speaker off.

Index

A

accepting calls, voice commands, 78
access point
    relationship to locations, 27
    Searching for Access Points message, 22
address book entries, calling, 62
Announce through Speaker, 58
answering calls, 49
Auto Answer For Incoming Calls, 49, 58

B

badge operation
    adjusting the volume, 31
    Announce through Speaker, 58
    answering calls, 49
    automatic answering, 58
    battery disposal, 146
    beginning a call, 41
    call waiting, 50
    calling groups, 45
    calling other Vocera devices, 43, 45, 62
    cleaning, 113
    conference calls, 71
    ending a call, 49
    holding a call, 50
    safety recommendations, 127, 131
battery
    disposal, 146
    removing from the badge, 110, 111
    replacing, 111, 112
    safety information, 146
battery charger, 110, 110, 111
beginning a call, 41

blocking calls, voice commands, 78
broadcast
    broadcasting to a group, 68
    emergency broadcast, 69
buddies, 62
    calling, 62

C

call waiting, 50
calls
    accepting, 78
    answering, 49
    blocking, 78
    call waiting, 50
    calling groups, 45
    calling other users, 43, 45, 62
    conference calls, 71
    ending, 49
    holding, 50
    starting, 41
Care Transition commands, 76, 160
cleaning accessories, 113
cleaning the badge, 113
command reference, 151
compliance statements, 126
conference
    joining, 66
    leaving, 66
conference calls, 71, 71

D

deleting
    greeting, 42
    learned names, 46
dictation, 79, 161
Do Not Disturb, 51

E

email messages
    reading on a Vocera device, 56
    sending from a badge, 52
    sending to a Vocera device, 93
emergency broadcast group, 69
ending calls, 49

F

FCC statement, 126
font size, 30
forwarding your calls, 70
frequently asked questions (FAQ), 117

G

Genie
    summoning, 41
    training, 46
glossary
    buddy, 106
    Genie, 9
    outside buddy, 106
    text message, 106
    User Console, 105
    Vocera server, 9
greeting, personal, 42
greetings
    recording group greetings, 90
group mode, 33
groups
    adding, 89
    broadcast, 68
    calling, 45
    general information, 89
    joining, 74
    leaving, 74
    recording greetings for, 90
    recording name prompts for, 90

H

handset mode, 19, 29, 32
headset
    Announce through Speaker, 58
    jack, 36
    volume adjustment, 30
help, 59, 161
Hold/DND button
    alternative voice commands, 78
    holding calls with, 50
holding a call, 50

I

indicators, battery charger, 110, 110, 111

L
learning a name, 46
logging in and out, 41

M
messages
    font size, 30
    playing, 53
    recording and sending, 52

N
names
    recording, 42
    recording group name prompts, 90
numeric page, sending and receiving, 63

O
outside buddies, 62

P
paging, 63
panic group (see emergency broadcast group)
playing messages, 53

R
recording a name
    training the Genie, 46
    your name, 42
recording greetings, 42
    groups, 90
recording messages, 52
recording names
    group prompts, 90
recording your voiceprint, 77
regulatory statements, 126

S
safety recommendations, 141
    battery disposal, 146
    SAR exposure, 127, 131
SAR exposure guidelines, 127, 131
screen, flipping, 34
sending messages, 52
shift change, 76, 160
site commands, 85

sound level, 31
speaker volume adjustment, 30
speech recognition
    proper badge position for, 11, 12
    training the Genie, 46
speech zone, 18
starting a call, 41
supervised conference calls, 72

T

terms
    buddy, 106
    Genie, 9
    outside buddy, 106
    text message, 106
    User Console, 105
    Vocera Server, 9
text message, reading, 56
troubleshooting, 117

U

unlearning a name, 46
urgent commands, 73
User Console, 105

V

VIP status effect, 51
Vocera Access Anywhere, 97, 98
    special keys, 101
voice commands
    accepting calls, 78
    answering calls, 49
    blocking calls, 78
    conference calls, 71
    general guidelines, 117
    making calls, 43, 45, 62
    sending messages, 52
    training the Genie, 46
voice email, 52
voice messages
    recording and sending, 52
voiceprint recording, 77
volume adjustment, 30